

Role Title Ref no- 18/11/258

IT/Resources Officer

Role Information

Role Type	Pay Band	Location	Duration	Reports to
Full Time	4	Chattogram Office	Indefinite	Head of IT

Role purpose

This post holder is responsible to implement, manage, maintain and monitor Information Technology infrastructure at all site offices in Bangladesh and assist on admin related tasks at Chattogram office.

About us

The British Council is the UK’s international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

Geopolitical/SBU/Function overview:

The British Council, part of the South Asia regional structure, is well-established in Bangladesh having opened the first office in 1953 and is a Tier 1 country for the organisation. This is a large and high priority British Council operation. It has offices in three Cities (Dhaka, Chittagong and Sylhet).

IT team is part of the Business Support Services providing IT support to all eight offices in Bangladesh. Currently, IT team consists of three staff members including this post. IT team is intended to work as **Business Partner** with all operations by providing a range of appropriate, efficient and affordable IT services to enable staff to have access to meet objectives, business needs, strategy, and to enable target audience to access appropriate information on our products and services.

Main opportunities/challenges for this role:

- This post will be responsible for all IT related issues for British Council Chattogram office
- This post holder is responsible to implement, manage, maintain and monitor Information Technology infrastructure and resources

Main Accountabilities:

Technical support

- Provide support to IT users on standard software and hardware (front office accessed by customers/students and back office accessed by staff).
- Manage support call logs, provide technical resolution within agreed period and follow up on escalated issues to meet operational requirements.
- Ensure timely first level support as per the pre-defined SLA\OLA\AMC.
- Escalate any problems/issues to relevant teams as required and follow up as per the escalation matrix.
- Support the Global IS processes and projects.

IT Inventory Control

- Ensure updated records of servers, workstations, printers/scanners, computer names, staff accounts and locations.
- Spot check every quarter on all PCs to ensure that legal software is being used and copyright laws are being maintained and report non-compliance to ITM.

Technical support and management of the Front Office/classroom infrastructure

- Checking configuration and maintaining integrity against unofficial downloads.
- Organise quarterly physical cleaning of the computers, printers and scanners to ensure smooth running of the IT systems at Chattogram office.
- Regular checking of Front Office e-learning software in public area.
- Maintaining Computer Based Exams application.
- Carry out preventive maintenance procedures and act on preventive maintenance action.
- Application support for the British Council GTI package and other corporate systems whenever appropriate.

Information Security

- Read, understand and comply with the information security policies.
- Raise incident / blow whistle when any non-compliance to information security policies is observed.

Liaison with central IT team

- Assist and work with Head of IT to ensure the availability of Local Area Network (LAN) and Internet connectivity, performance monitoring on the network and alerting on problems.
- Assist and work with Head of IT to ensure systems are secured from external threats like hacking/virus attacks, including regular checks, etc., and restricted access to server room and physical security of IT equipment.
- Monitor compliance with IT policies and procedures.
- Assist in collating of all relevant information by conducting site surveys leading to input to Technical Design Authority of Global Information Services for developing technical design/ recommendations for the implementation
- Implement approved updates/upgrades on receipt of guidelines and Technical Design within the agreed timeframes and ensure minimum ICT service disruptions.

Admin/Resource Tasks

- To ensure effective and efficient management of transport booking and make the necessary arrangements and communicate to customers on time.

- Ordering and supervising stocks of stationery, electrical, and cleaning materials etc.
- Organize quarterly physical cleaning of the computers, printers and scanners to ensure smooth running of the IT systems at Chattogram office.
- To act as a contact point for vendors and suppliers, and responsible for overall vendor management in Chattogram.
- Contributing to event management/logistics management at the request of operational teams.
- To process all premises related payments on time and update the recurrent payment register.
- Supervision of cleaning staff in making sure that both centers are clean and tidy according to the British Council health and safety policy.
- To ensure all British Council Chattogram lease and service contracts are up to date.
- Record inventory for both centers in Chattogram and coordinate with Admin officer in Dhaka for central inventory management.
- To ensure effective management of British Council Chattogram mail services (local courier & DHL).
- To assist Head of Facilities in ensuring the effective implementation of Health, Safety and Security policy in British Council Bangladesh, and Head of IT for the effective implementation of IT policy.
- To assist BSS Dhaka team to facilitate customs clearance from Chattogram when required.
- To act as a line manager of Chattogram driving team.

Key Relationships:

Internal

- Head of IT
- Head of Facilities
- Global Service Desk
- Centre Head
- Regional IT Hub
- Wider BSS team

External

- Key vendor & Service Providers

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Bangladeshi passport holder or legally entitled to work in Bangladesh.	Shortlisting
Direct contact or managing staff working with children?	No	N/A
Notes	ID, local/international police record check, qualification and reference checks are required for external candidates.	

Person Specification:		Assessment stage
Language requirements		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> English Language at Proficiency Level equivalent to IELTS band score 6.5 		Shortlisting
Qualifications		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Graduation	Graduation in Computer Science/Computer Engineering ITIL V3 Foundation CCNA Certification (Optional) MCSE Certification (Optional)	Shortlisting
Role Specific Knowledge & Experience		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
At least 2-year IT experience on server administration, networking and providing technical and business application support		Shortlisting and/or interview
Role Specific Skills		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<p>User support skills Incidents analysis: ensures all incidents are resolved or channelled to appropriate support function. Ensures all incidents are closed in accordance with established procedures. Identifies operational resources to meet service levels.</p> <p>Technical support skills Day to day network administration and support, including resolution of network user problems. Capable of understanding and communicating technical issues with non-technical colleagues. Immediately responsible for maintaining agreed service levels.</p> <p>Operations management skills <i>Application and system support</i> Identifies and resolves incident with applications and systems to maintain underlying business processes and/or continuity of service.</p> <p>ICT Operations</p>		Shortlisting and/or Interview

<p>Provides technical expertise to operations management and staff. Contributes to the planning of operational and maintenance schedule. Enables the deployment of operational resources in order to meet service levels. Evaluates results of implementation. Contributes to the planning of installation and upgrade work.</p>		
British Council Core Skills	Assessment Stage	
<p>Communicating and influencing – Level 2 Relates communications to circumstances Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p> <p>Planning and organizing – Level 1 Is methodical Able to plan own work over short timescales for routine or familiar tasks and processes.</p> <p>Managing finance and resources – Level 1 Uses resources efficiently Uses resources efficiently in own role and complies with financial rules and procedures.</p> <p>Using technology – Level 3 Identifies improvements Identifies where new or improved technology could benefit business efficiency, the customer experience or market opportunities and makes evidence-based recommendations.</p>	<p><i>Shortlisting and/or Interview</i></p>	
British Council Behaviours	Assessment Stage	
<p>Behaviours assessed during interview stage of recruitment process</p> <ul style="list-style-type: none"> • Working Together – Essential level Establishing a genuinely common goal with others • Being Accountable – Essential level Delivering my best work in order to meet my commitments • Making it Happen – Essential level Delivering clear results for the British Council <p>Behaviours not assessed during recruitment process</p> <ul style="list-style-type: none"> • Shaping the Future- Essential level Looking for ways in which we can do things better • Connecting with Others– Essential level Making regular opportunities to understand others better • Creating Shared Purpose – Essential level Communicating an engaging picture of how we can work together 	<p><i>Behaviours to be assessed during the interview stage of recruitment are mentioned.</i></p> <p><i>The position holder will be required to demonstrate all six behaviours, on the job. These will be assessed during year end performance evaluations.</i></p>	

Prepared by:	Date:
Sadakat Hosen Head of IT	November 2018

“The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989”

“The British Council is committed to a policy of equal opportunity. Our policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, age, disability, ethnicity, religion or marital status. We guarantee an interview to disabled candidates who meet the essential criteria”