

**GERAB NYED-YON Ltd.**  
**ToR for Analyst, IT.**

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**1. Introduction**

Gerab Nyed-Yon Ltd. (GNY) is an autonomous entity holding and managing the assets and investments of the Zhung Dratshang. It ensures adequate support to the Zhung Drasthang for the conduct of spiritual responsibilities towards preservation and promotion of Buddhism, the Kingdom's spiritual heritage.

**2. Position and Grade**

Analyst (PS2)

**3. Employment Type**

Initially for three years contract which is extendable based on individual's performance and requirement of the company.

**4. Job Description**

The IT Analyst is responsible for ensuring the smooth operation of the GNY's IT systems and infrastructure, providing technical support, and assisting in the management of IT resources. The role involves troubleshooting, maintaining hardware and software, ensuring network security, and supporting employees with IT-related issues.

The position reports to the Sr. Analyst, Corporate Service Division.

**5. Duties and Responsibilities**

The IT analyst's responsibility shall be categorized as follows:

**5.1 IT Support and Operations**

- Provide day-to-day technical support to staff, resolving hardware, software, and network issues.
- Install, configure, and maintain IT equipment (computers, printers, mobile devices) and software.
- Troubleshoot and resolve system issues, including user access problems and connectivity issues.
- Monitor the performance of IT systems and assist in system maintenance (updates, backups, recovery).
- Ensure proper configuration and functioning of the company's network, email systems, and apps.

**5.2 System and Network Administration**

- Support the administration of IT systems, including servers, databases, and network infrastructure.
- Perform regular system maintenance, including backups, updates, and ensuring system security.
- Monitor network performance and security, reporting any issues.
- Assist in managing IT assets, including hardware, software, and licenses.

- Ensure compliance with IT security policies and monitor for any security breaches or unauthorized access.

### 5.3 Documentation, Training, and Reporting

- This category focuses on supporting staff, creating documentation, and providing necessary reports.
- Prepare user guides, manuals, and documentation for IT systems and processes.
- Provide training to employees on IT-related topics, including software usage and cybersecurity best practices.
- Maintain logs of IT support requests, issues, and resolutions.
- Assist in generating IT system performance reports and incident reports for the management.
- Support the onboarding process by setting up new employees' IT accounts and equipment.

## 6. Qualification & Experience Criteria

- Bachelor's degree in Information Technology/Computer Science/or a related field.
- Minimum of Five years of relevant work experience excluding the study period;
- Preference may be given to candidates with prior experience in a similar role.

## 7. Core Competencies

- Expertise in hardware, software, networking, systems administration, and cybersecurity, including expertise in ERP system.
- Ability to diagnose and resolve IT issues efficiently.
- Clear technical communication with non-technical staff and thorough documentation.
- Prioritize tasks, manage deadlines, and support IT projects effectively.
- Ensure accuracy in system configurations, monitoring, and security.
- Stay updated with new technologies and industry trends.
- Provide user support, training, and guidance with a professional approach.
- Maintain security, confidentiality, and ethical practices in all IT tasks.

## 8. Other requirements

- Duly filed GNY admission form;
- Curriculum Vitae (CV) clearly indicating requirements referred to above;
- Copy of academic certificates;
- Letter of job experience if any;
- Copy of CID;
- Security Clearance Certificate;
- Medical Fitness Certificate;

## 9. Salary & Others Benefits

Salary and benefits shall be fixed within the existing GNY pay scales and in line with the GNY Service Rules and based on the candidates' skills and experience.

## 10. Application Deadline

The application along with required documents shall be submitted to Senior Analyst, Corporate Service Division on or before 13<sup>th</sup> December 2024. For more information visit [www.gerab.bt](http://www.gerab.bt) or contact HR at +975-2-341578 or email to [hra@gerab.bt](mailto:hra@gerab.bt)

Please call the above number and confirm your submission through email.

**11. Office Address**

Level 5 of Namgyel Khangzang in Simtokha, Thimphu 11001

*GNY management reserves the right to change, delay, or cancel the selection process and outcome due to unforeseen circumstances or other factors that may affect the process.*