

## **Terms of Reference**

**Position Title: Assistant ICT Officer (Two Posts)**

**Department: Technical Department**

**Reporting To: ICT Manager / Head of IT**

**Duty Station: Bhutan Broadcasting Service Corporation Ltd. (BBS)**

### **1. Background**

Bhutan Broadcasting Service Corporation Ltd. (BBS) operates a complex broadcast and ICT ecosystem that includes television, radio, digital platforms, and online streaming services. To ensure reliable operation of broadcasting servers, IT infrastructure, and digital services, BBS intends to recruit two (2) Assistant ICT Officers with strong expertise in server administration, networking, broadcasting systems, application development, and web technologies.

### **2. Purpose of the Position**

The Assistant ICT Officer will support the installation, operation, monitoring, and maintenance of ICT and broadcast-related server systems. The role is critical to ensuring uninterrupted broadcast operations, secure digital services, and effective IT support, including availability during odd hours, live broadcasts, and emergency situations.

### **3. Scope of Work and Responsibilities**

The Assistant ICT Officer shall perform, but not be limited to, the following duties:

#### **A. Broadcast and Server Systems Management**

- Install, configure, monitor, and maintain broadcast-related servers, including but not limited to:
  - Playout servers
  - Ingest servers
  - Media Asset Management (MAM) systems
  - Newsroom Computer Systems (NRCS) servers
  - Automation and scheduling servers
  - Streaming
  - Storage systems (NAS, SAN, archive servers)
- Ensure high availability, performance, and reliability of all broadcast and IT servers.
- Perform routine system health checks, updates, backups, and recovery operations.

## **B. Network and Infrastructure Administration**

- Manage and maintain LAN, WAN, and wireless network infrastructure supporting broadcast and IT operations.
- Configure network devices such as switches, routers, firewalls, and access points.
- Monitor network performance and troubleshoot connectivity and bandwidth issues.

## **C. Web, Application, and Streaming Services**

- Manage and regularly update the BBS website and related digital platforms.
- Administer and support live streaming services for television, radio, and social media platforms.
- Develop, deploy, and maintain web and mobile applications as required.
- Manage web servers, hosting environments, domains, and content management systems.

## **D. Hardware and Software Support**

- Install, configure, and maintain computer hardware, peripherals, and broadcast-related IT equipment.
- Deploy and support operating systems, enterprise software, and productivity tools.
- Diagnose and resolve hardware, software, and network faults promptly.

## **E. Cybersecurity and Data Protection**

- Implement and maintain cybersecurity measures, including antivirus, firewalls, intrusion prevention, and access control systems.
- Ensure regular updates of security software and compliance with ICT security policies.
- Support database administration and ensure data integrity, confidentiality, and availability.

## **F. User Support and Capacity Building**

- Respond to ICT and broadcast IT support requests from staff and operational units.
- Conduct training and awareness programs on new systems, applications, and security practices.
- Prepare and maintain technical documentation, SOPs, and user guides.

## **G. Operational Support and Odd-Hour Duties**

- Provide ICT and broadcast IT support during odd hours, including nights, weekends, public holidays, and live broadcast events.
- Participate in on-call duty rosters and emergency response for system failures.
- Support system upgrades, maintenance, and live transmissions that require after-hours intervention.

## **H. Project and Other Duties**

- Assist in planning, implementation, and monitoring of ICT and broadcast technology projects.
- Coordinate with vendors, service providers, and internal stakeholders.
- Perform any other duties assigned by management in line with organizational needs.

## **4. Qualifications and Experience**

- Bachelor in Computer Science / Bachelor of Science in Information Technology/Bachelor in Information Technology/ B.E in Information Technology / Bachelor in Computer Application.
- Scored on average 60% and above in class X (English and Dzongkha + best three subjects), XII (English + best three subjects) and college.
- Selected candidates will be placed in BBS grade P3-2.

## **5. Technical Competencies**

- Proficiency in WordPress, web technologies, and web server administration.
- Experience in application development (web and/or mobile).
- Solid understanding of computer hardware systems and troubleshooting.
- Familiarity with Windows and Linux operating systems.
- Knowledge of LAN, wireless networking, and network security protocols.
- Understanding of database management systems.
- Exposure to enterprise IT solutions, scripting or programming languages, and office productivity tools.
- Ability to deploy and manage IT and broadcast security systems.

## **6. Behavioral and Professional Competencies**

- Strong analytical, troubleshooting, and problem-solving skills.
- Good communication and teamwork abilities.

- Ability to work under pressure during live broadcasts and emergencies.
- Project coordination and time management skills.
- High sense of responsibility, confidentiality, and professional ethics.

## **7. Working Conditions**

- The position requires availability for odd-hour duties, including night shifts, weekends, public holidays, and on-call support.
- Compliance with BBS ICT policies, broadcast standards, and security procedures is mandatory.