

HIGHER EDUCATION COMMISSION
Higher Education Development in Pakistan (HEDP)
Terms of Reference (TORs)
Help Desk Support Assistant

Job Title:	Cloud Help Desk Support Assistant
Category:	Project Management
Duty Station:	Islamabad
Type of Contract:	Contractual Appointment
Duration of Assignment:	Till the completion of the project, based on satisfactory performance
No. of Position(s):	Two

BACKGROUND:

Higher Education Commission (HEC) is embarking upon the Higher Education Development in Pakistan (HEDP) Project funded by the World Bank. The project aims, among other objectives, to strengthen governance in the higher education sector of Pakistan.

Given information technology's cross-cutting and transformative nature, HEDP has several activities that aim to leverage IT to improve Pakistan's teaching, learning, and research environment. One of the key components is to put in place a private cloud for HEIs to be utilized.

HEDP is looking for a detail-oriented professional, with a clear understanding of tools and technologies available in the field of Networking and in relation to the cloud. Physical and virtual environments, config, support and maintenance.

PROJECT DESCRIPTION:

The project supports the implementation of a subset of activities from the Higher Education Commission's (HEC's) Vision 2025, which is in line with the broader development framework for Pakistan as envisaged in the Government's Vision 2025. The project will be implemented over a five-year period of 2019/20 – 2023/24.

In essence the objectives of the project are to support research excellence in strategic sectors of the economy, improve teaching and learning, and strengthen governance, in the higher

education sector. More information on HEDP can be found here:
<http://projects.worldbank.org/P161386?lang=en>.

CORE RESPONSIBILITIES:

A Cloud Helpdesk resource will be part of the Project Coordination Unit responsible for working with internal and external stakeholders to track technical issues/deliveries. Should have good of concepts related to network, cloud, and storage. Should have the ability to report, track and work with stakeholders. Should have the ability to document and present the data in graphical charts.

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Job Responsibilities:

- The position will work with cloud service providers and will be responsible for onboarding.
- Coordinate with the technical team for trouble-shoot and maintain cloud computing solutions
- Review and verify the deliverables.
- Work with NOC to ensure correct alerting and monitoring in keep in place and kept updating as when/if needed
- Assist HEC IT Division and solution providers in reaching the access point.
- The position will report directly to the Cloud Engineer.
- Ensure the service and support model is followed. Work with stakeholders to improve if/when needed

Key Skills and Competencies:

- Hands-on experience in helpdesk services relating to IT solutions.
- Familiarity with the equipment of major vendors.
- Good concept of using Application Programming Interfaces (APIs).
- Have the knowledge of networking, network management and secure connectivity across resources (or it may be across clouds).
- Good understanding how support desk works and operation environment of an IT infrastructure
- Concept of cyber-security in today's cloud-focused world.

- Excellent communication and organizational skills, and the ability to stay focused on completing tasks and meeting goals within a busy workspace.

MINIMUM QUALIFICATIONS:

Education:-

- At least sixteen years of education in the field of ICT/Engineering/Computer Science/Information Management or equivalent.
- Certification related to network and cloud technologies would be a plus.

Work Experience

- 3+ years of practical relevant experience in a similar role.