



साना किसान विकास लघुवित्त वित्तीय संस्था लिमिटेड

केन्द्रीय कार्यालय, बबरमहल, काठमाडौं
फोन नं. ०१-४१११८९५/५३२०९१३/५९०९६१२

प्रथम पटक सूचना प्रकाशन मिति : २०८३/०३/१२

वित्तीय संस्थाको सूचना प्रविधि एकाईको लागि परामर्श/सल्लाहकारको सेवा खरिद गर्ने सम्बन्धी सूचना

यस वित्तीय संस्थाको केन्द्रीय कार्यालयको सूचना तथा प्रविधि शाखाको लागि १ (एक) जना सूचना प्रविधि परामर्श/सल्लाहकार आवश्यक परेको हुँदा संलग्न बमोजिमको कार्य के/कति रकममा गर्न सकिने हो सो व्यहोरा खुलाई मिति २०८३/०३/२६ भित्र यस वित्तीय संस्थामा आईपुग्ने गरी योग्यता पुगेका ईच्छुक नेपाली नागरिकबाट बायोडाटा सहित निवेदन पेश गर्नका लागि यो सूचना प्रकाशन गरिएको छ । वित्तीय संस्थाले तोकिएका योग्यता पुरा गर्ने सेवा प्रदायकहरुलाई मात्र खरिद प्रक्रियाका लागि समावेश गर्नेछ । सेवा प्रदायकहरुलाई छनौट गर्ने/नगर्ने सम्पूर्ण अधिकार वित्तीय संस्थामा निहित रहनेछ ।

- ✓ शक्षिक योग्यता : आईटि विषय लिई स्नातक तह उर्तिण गरेको हुनुपर्ने ।
- ✓ कार्यअनुभव : सूचना प्रविधि सम्बन्धी कार्यमा न्युनतम ५ वर्षको कार्यअनुभव रहेको ।

“Terms of Reference and Scope of Services IT Support Specialist”

The IT Consultant shall provide technical support and professional services including, but not limited to, the following:

A. IT Infrastructure Management

- Support the installation, configuration, maintenance, and troubleshooting of servers, computers, printers, networking equipment, CCTV systems, biometric devices, and other ICT assets.
- Assist in maintaining the organization's LAN, WAN, wireless networks, internet connectivity, and related infrastructure.
- Monitor system performance and recommend improvements to enhance availability and efficiency.

B. System Administration

- Support the administration of Active Directory, user accounts, email systems, access controls, shared resources, and security settings.
- Assist in maintaining backups, disaster recovery arrangements, and system restoration processes.
- Ensure proper documentation of ICT assets, network configurations, and system changes.

C. Application Support

- Provide first-level technical support for Core Banking System (CBS), office productivity software, document management systems, biometric systems, and other business applications.

- Coordinate with software vendors for issue resolution, upgrades, testing, and implementation of system enhancements.
- Assist users in resolving application-related problems.

D. User Support

- Provide timely technical assistance to Head Office and Branch Offices through onsite and remote support.
- Install, configure, and maintain user workstations and peripheral devices.
- Conduct user orientation and provide basic guidance on ICT systems when required.

E. Information Security

- Support implementation of information security controls, endpoint protection, firewall management, access management, and compliance with organizational ICT security policies.
- Assist in identifying vulnerabilities, reporting security incidents, and implementing corrective measures.

F. Vendor Coordination

- Liaise with hardware, software, internet, and other ICT service providers regarding maintenance, procurement, warranty claims, and technical support.
- Assist the Bank in evaluating ICT products and technical specifications whenever required.

G. Branch Support

- Provide technical assistance during establishment, relocation, expansion, or renovation of branch offices.
- Support deployment and maintenance of ICT infrastructure across branch offices.

H. Other ICT Support

- Provide technical assistance for digital initiatives, website maintenance, communication systems, audio-visual equipment, and other ICT-related assignments as directed by the Bank.
- Perform any other ICT-related duties assigned by the Head of IT Division or designated authority.

4. Minimum Qualification and Experience

The deployed personnel should possess:

- Bachelor's Degree in Information Technology, Computer Science, Computer Engineering, Information Systems, or a related field.
- At least five years of relevant experience in IT infrastructure, system administration, networking, or technical support .
- Sound knowledge of Microsoft Windows Server, Active Directory, networking, cybersecurity, backup systems, and office productivity software.
- Experience in banking or financial institutions shall be an added advantage.

Good communication, documentation, and problem-solving skills