



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 प्रदायकहरूलाई मात्र खरिद प्रक्रियाका लागि समावेश गर्नेछ। सेवा प्रदायकहरूलाई छनौट गर्ने/नगर्ने सम्पूर्ण अधिकार वित्तीय संस्थामा निहित रहनेछ।

- ✓ **शक्षिक योग्यता** : आईटि विषय लिई स्नातक तह उर्तिण गरेको हुनुपर्ने।
- ✓ **कार्यअनुभव** : सूचना प्रविधि सम्बन्धी कार्यमा न्यूनतम ३ वर्षको कार्यानुभव रहेको।

“Terms of Reference (TOR)”

“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