Bhutan Trust Fund for Environmental Conservation (BTF)

Terms of Reference for IT Officer

OVERVIEW

Position Title	:	IT Officer
Employer	:	Bhutan Trust Fund for Environmental Conservation (BTF)
Work station	:	Thimphu, Bhutan
Employment type	:	Regular
Position Level	:	O-I (Commensurate with qualification and experience)
Service/Unit	:	IT & Communications Unit

INTRODUCTION

Founded in 1991, Bhutan Trust Fund for Environmental Conservation (BTF) is the first of its kind in the world involving partnership of government and donors specifically committed to environmental conservation under the auspices of the Royal Charter, 2021.

The primary function of BTF is to manage its endowment prudently, ensure its growth, and provide funding for promoting social welfare through environmental conservation. This is achieved by supporting activities that preserve biodiversity, mitigate and adapt to climate change, enable human-wildlife coexistence, and address the adverse environmental impacts of development.

BTF's strategic plan, which is updated periodically, is aligned with national priorities for environmental conservation. Since its inception, BTF has provided substantial support to the establishment of Bhutan's protected area network, capacity building, and innovative environment-friendly initiatives that integrate conservation and socio-economic development while ensuring long-term sustainable financing.

1. THE POSITION

Under the direct supervision of the Managing Director, and in close coordination with the Communications Officer and other Units and Services, the IT Officer shall be responsible for planning, managing, maintaining, and continuously improving BTF's information technology systems and digital infrastructure. The position is critical in ensuring secure, reliable, and efficient IT services that support endowment management, grant-making, financial management, project monitoring, institutional governance, and communications.

The IT Officer shall ensure that BTF's IT systems comply with national ICT policies and international best practices, including fiduciary, data protection, and reporting requirements of development partners and climate finance mechanisms.

2. RESPONSIBILITIES

The primary responsibilities of the IT Officer shall include, but not be limited to, the following:

A. IT Operations and Network Administration

- Manage day-to-day IT operations, network administration, and system performance.
- Administer and maintain LAN/WAN, servers, internet connectivity, Wi-Fi systems, and video conferencing facilities.
- Ensure high availability, reliability, and optimal performance of IT systems.
- Proactively monitor systems and address technical risks and vulnerabilities.

B. IT Infrastructure Management

- Set up, manage, and maintain physical and virtual IT infrastructure including servers, desktops, laptops, printers, peripherals, and networking equipment.
- Install, configure, upgrade, and maintain operating systems, software applications, and office productivity tools (Microsoft Office Suite, email systems, Zoom, collaboration platforms, Canva, AI tools, etc.).
- Maintain an updated inventory of IT assets, licenses, warranties, and service agreements.

C. Cybersecurity and Data Protection

- Implement and maintain cybersecurity measures to protect BTF's data, systems, and digital assets.
- Ensure secure access controls, data backup, recovery, and disaster management procedures.
- Regularly update antivirus software, firewalls, and security patches.
- Support compliance with national ICT security policies and donor fiduciary and data-protection requirements.

D. Systems Development and Digital Innovation

- Support digital innovation initiatives aimed at improving efficiency, transparency, and accountability.
- Assist in the development, implementation, and maintenance of digital platforms for grant management, financial reporting, project monitoring, and knowledge management.
- Support automation and digitization of internal workflows and operational processes.
- Assist with installation, troubleshooting, customization, and reporting of enterprise systems, including ERP and financial management systems.

E. Website and Digital Platforms

- Manage and update BTF's website and internal digital platforms, including web design, content updates, and technical maintenance.

- Ensure website security, functionality, and alignment with institutional branding and communication objectives.
- Coordinate with service providers for hosting, upgrades, and technical enhancements.

F. User Support

- Provide timely IT support and troubleshooting assistance to staff.
- Conduct basic IT orientation and user training on software applications, cybersecurity awareness, and digital tools.
- Develop and maintain IT user guides, procedures, and training materials.

G. Documentation, Compliance, and Reporting

- Maintain comprehensive IT documentation including policies, procedures, system configurations, and network diagrams.
- Manage and update hardware and software Annual Maintenance Contracts (AMC).
- Prepare periodic IT status, risk, and improvement reports for management.

H. Procurement and Technical Support

- Assist procurement in technical specification, evaluation, and verification of IT equipment, software, and services.
- Provide technical inputs for IT-related procurement and vendor management.

I. Communication and Design Support

- Provide technical support for basic graphic design and digital communication activities in coordination with the Communications Officer.

J. Other Duties

- Perform any other IT-related tasks as assigned by the Management.

3. QUALIFICATION AND EXPERIENCE

- Minimum of a Bachelor's degree (full-time) from a recognized university in IT, Computer Applications, Computer Science, or a related field, with ten (10) years of relevant work experience in IT systems administration, network management, and user support are required. Up to 18 months of relevant study period may be counted as active service in accordance with BTF policies.

OR

- Master's degree or higher qualifications in the above fields with five (5) years of relevant work experience in IT systems administration, network management, and user support are required. Up to 18 months of relevant study period may be counted as active service in accordance with BTF policies.

4. COMPETENCIES

- Strong technical, analytical, and problem-solving skills.
- High level of integrity and confidentiality in handling institutional data.
- Proactive work ethic with the ability to work independently and in teams.
- Willingness to travel and tolerance for field work under difficult conditions when required.
- Good communication and documentation skills.

5. TERMS OF EMPLOYMENT

- Regular employment.

6. SALARY AND OTHER BENEFITS

- Remuneration shall be commensurate with qualifications and experience. Other benefits and entitlements shall be as per BTF's HR, Service & Operations Manual (SOM).

7. MANDATORY DOCUMENTS (to be submitted with application)

- Cover Letter / Expression of Interest
- Job Application Form (available on BTF website)
- Curriculum Vitae with detailed work experience
- Copies of academic and relevant professional certificates
- Copy of a valid Citizenship ID Card
- Copy of valid Security Clearance Certificate
- Copy of valid Audit Clearance, if applicable
- Names and contact details of two professional referees (non-family), including one from the current or most recent employer

Incomplete applications may be rejected by BTF.

- Selected candidates shall be required to submit a **No Objection Certificate** or **Relieving Order** (if employed) and a valid medical certificate prior to appointment.