

MRC-AD/MIS/2026/032

Terms of Reference

Job title:	IT Consultant
Unit/dept/delegation:	Maldivian Red Crescent - Headquarters
Reports to:	Manager – Finance and Admin.
Key Responsibility:	Maintaining sound IT structure at Maldivian Red Crescent

Background

The Maldivian Red Crescent is an independent, voluntary, humanitarian organization, established on the basis of the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, and to prevent and alleviate human suffering. It is the 187th member of the world's largest humanitarian movement — the International Red Cross and Red Crescent Movement – which every year helps millions of people whose lives have been devastated by crises or conflict.

The Maldivian Red Crescent aims to be the nation's leading humanitarian organization, with Units spanned all over Maldives. It recruits members and volunteers, implements programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement – Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality – making no discrimination as to nationality, race, sex, religious beliefs, language, class or political opinions.

Purpose

The position is responsible for the installation, administration, repair, and maintenance of IT and telecommunications equipment and systems. The role includes managing IT and telecom-related projects, ensuring the smooth operation and upkeep of computers, computer networks, printers, and scanners, and providing timely technical support to users. The incumbent will also handle IT Help Desk functions, respond to support requests, troubleshoot hardware and software issues, and ensure efficient delivery of IT support services across the organization.

Key tasks and responsibilities

1. Installation, administration, repair and maintenance of all IT and telecom equipment
2. Supervision and coordination of work carried out by local companies on MRC equipment
3. Installation and maintenance of computer software and hardware
4. Regularly brief and discuss potential and current technical problems with line manager
5. Record any maintenance or repair in log file
7. Management and administration of IT and telecom inventory, stock and licenses
8. Training of staff on IT and telecom matters, hardware and software, as required
8. Respond to calls for support from MRC, and provide support in person or via remote access

9. Advise procurement department on IT and telecom purchases
10. Assist the line manager with hardware and software-based reporting requests

Duties applicable to all staff

- Actively work towards the achievement of the MRC's goals and objectives.
- Abide by and work in accordance with the Red Cross and Red Crescent 7 Fundamental Principles.
- Perform any other work-related duties and responsibilities that may be assigned by the line manager.

Qualifications, Skills and Competencies

Academic Qualification

- Minimum High School Diploma or equivalent
- Diploma in Computer Engineering, Computer Science, or a related field

Experience

- Priority will be given to individuals who have worked in Red Cross or Red Crescent Society.
- Previous work experience in an IT environment, including hardware and software support
- Office management or administrative experience
- Experience in humanitarian and/or development work.

Skills/knowledge

- Very good practical knowledge of computer software and hardware maintenance
- Very good knowledge of latest Windows client and server operating systems
- Very good knowledge of Microsoft Office applications and systems, including Outlook, Sharepoint, Microsoft 365 and others, including the backend support components
- Strong understanding of client/server environments, IT technologies, and related tools
- Very good knowledge of relevant protocol families, including TCP/IP and DHCP
- Good understanding of PBX systems and related protocols
- Comprehensive understanding of network topologies and networking equipment, including switches, routers, modems, wireless connectivity solutions, and media converters
- Fluency in written and spoken English and Dhivehi
- Ability to work independently and as part of a team

Competency

- Willingness to continuously improve IT and telecommunications skills and knowledge
- Strong team-working ability
- High degree of integrity, discretion, and professional conduct
- Flexibility and adaptability to changing work requirements
- Self-motivation and initiative to drive tasks forward
- Good interpersonal and written communication skills
- Ability to prioritize tasks, meet deadlines, and work effectively under pressure
- Readiness to undertake field work as required

- Strong troubleshooting and problem-solving capabilities
- Results-focused with a high level of accountability

Contract and Salary

Contract Type: **Part-Time**

Monthly Salary: **MVR 5000 /-**

Application

Applications must contain:

- Letter of Interest
- Curriculum Vitae
- Copy / photo of ID card
- Copy / photo of Driver's License
- Copies of certificates

Applications must be emailed with job title in subject to: vacancies@redcrescent.org.mv

Deadline: The deadline for application is **19th February 2026, 14:00 PM.**

Only short-listed candidates will be contacted for interviews.