

Terms of Reference

1. Position:

IT Expert

2. Purpose of Document

The purpose of this Terms of Reference (ToR) is to define role and responsibilities of IT Officer at Kathmandu Institute of Child Health

3. Background

KIOCH is a not-for-profit organization registered with the Government of Nepal (GoN), with the objective of delivering high-quality and affordable multispecialty care to children across Nepal by building a comprehensive pediatric care facility within the nation by building and running children's hospital network and conducting research activities to act upon preventable deaths due to NCDs.

4. Purpose of Assignment:

The IT Officer is a team member who is responsible for all IT related works of the Institute.

5. Tasks and responsibilities

Main tasks & responsibilities of the IT Officer will include the following:

- Monitor and maintaining computer systems, software, telecoms and networks
- Install and configuring computer hardware, software, systems, networks, printers, and scanners.
- Provide support in all IT related services.
- Diagnose, repair faults and resolve or arrange to resolve the issues.
- Following up with vendors/ service provider to ensure the problem is resolved.
- Supporting the roll-out of new applications.
- Support in improvement / customization of Hospital HMS
- Create, implement and review of data backup, disaster prevention and recovery policies
- Design / improve institute's Website
- Design institute's publication materials
- Promotes Institute's online presence through web marketing and social media applications.
- Other tasks assigned by Supervisor

6. Intellectual property

KIOCH shall, solely and exclusively, own all rights in and to any work created in connection with this agreement, including all data, documents, information, copyrights, patents, trademarks, trade secrets or other proprietary rights in and to the work except on the methodological innovation made by the field officer himself or herself without any support from the team and without embedding data from the project. The field officer is

not allowed to post or publish (electronically or in print) any project-related information without the explicit permission of KIOCH.

7. Confidentiality:

This agreement, including any information received in connection herewith, is confidential and shall not be disclosed by the employee except when such disclosure is authorized by KIOCH in writing or is required by the state authorities in accordance with relevant laws.

The employee hereby agrees to use all reasonable efforts to take such action as may be appropriate to prevent the authorized use and disclosure of, and to keep confidential all such Confidential Information. Any unauthorized disclosure or use of Confidential Information by the employee shall be deemed to be an unauthorized use or disclosure by the employee under Agreement.

The obligation of the employee to maintain confidentiality of the Confidential Information shall remain operative for the contract Period.

All the employees must comply with Child Protraction, Protection from Sexual Exploitation and Abuse (PSEA) including other organizational policies of KIOCH.