



PALLI KARMA-SAHAYAK FOUNDATION (PKSF)

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Terms of Reference (ToR) of Assistant Manager (System)

1.0 Background

Palli Karma-Sahayak Foundation (PKSF), an apex development organization founded by the Government of Bangladesh, is mandated for poverty alleviation through sustainable employment generation by providing appropriate financing, skill training, and other necessary services. As a second-tier organization, PKSf implements all programs and projects through more than 200 of its Partner Organizations (POs) across the country. Extending diversified financial and non-financial services covering over 2 crores members using its and POs' digital network. As part of its digital transformation initiative and to ensure a robust IT infrastructure, PKSf is strengthening its System Administration. This position is critical to the management of the organization's servers, services, virtual infrastructures, storage and Data Centre infrastructure.

2.0 Name of the Position

Assistant Manager (System)

3.0 Duty Station

The incumbent will be stationed in Dhaka. Occasional field visits may be required as per organizational needs.

4.0 Employment Duration

This is a permanent position. The employment will be based on PKSf's organizational rules and regulations.

5.0 Responsibilities and Tasks

The Assistant Manager (System) will work under the Information Technology Department of PKSf and be responsible for the following tasks (but not limited to):

- Install, configure and maintain VMware infrastructure (vSphere/ESXi, vCenter, Site Recovery Manager).
- Install, configure and maintain Bare metal servers, Storage and Backup Solutions
- Manage Windows and Linux Server systems.
- Install, configure and maintain services (Active Directory, MS Exchange, various Web services in both windows and Linux platform).
- Perform regular patch management and apply security updates to servers and network systems.
- Ensure operational status and performance of all hardware, operating systems, and network-connected infrastructure components.
- Monitor and ensure the operational status of all servers, storages and related hardware on a daily basis.
- Perform proactive system troubleshooting, root-cause analysis, and capacity planning.



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- i) Provide system-level support for hosting and maintaining PKSF's Decision Support System (DSS), ensuring database availability, backup integrity, and performance optimization.
- j) Implement and test backup and disaster recovery protocols.
- k) Maintain operational logs, system logs, backup, and restore logs on a daily basis.
- l) Coordinate with vendors for hardware/software support.
- m) Install, configure, and maintain database servers (e.g., Microsoft SQL Server, MySQL/MariaDB, PostgreSQL, Oracle).
- n) Monitor database performance and resource utilization.
- o) Implement and test database backup and restore procedures as part of the disaster recovery plan.
- p) Monitor DSS servers and storage for 99.5% uptime and proactively report capacity bottlenecks to IT management.
- q) Ensure database security through proper user access control, encryption, and patch management.
- r) Coordinate with application developers to support database design, migration, and version upgrades.
- s) Perform regular database integrity checks, replication monitoring, and performance tuning.
- t) Maintain database documentation including schema, configurations, and change logs.
- u) Perform any other duties assigned by the authority.

6.0 Academic Qualification

- a) Candidate must have a Bachelor's degree in Computer Science & Engineering/Computer Science/Information Technology from a recognized university.
- b) Candidate must have at least two First Divisions/Classes or equivalent CGPA in academic career.
- c) Having 3rd Division/Class or equivalent CGPA in any examination will incur ineligibility.
- d) First Class (or equivalent CGPA) will be determined based on the candidate's regular academic degrees (considering the first three degrees only).
- e) Any related certification will be treated as an additional qualification.

7.0 Experience & Required Skills

- i. Mandatory Experience and Required Competencies of the Candidate:
 - a. Minimum 02 (two) years of hands-on experience in system administration.
 - b. Proficiency in configuring and maintaining Windows Server and Linux (e.g., Ubuntu, CentOS, RHEL) environments.
 - c. Experience with VMware virtualization technologies such as vSphere, vCenter, and ESXi.
- ii. Preference will be given to candidates with experience in:
 - a. Expertise in Active Directory, DNS, DHCP, and MS Exchange.
 - b. Experience with implementing or maintaining Active Directory Group Policies and Role-Based Access Control (RBAC).
 - c. Familiarity with monitoring tools.
 - d. Strong understanding of network protocols (TCP/IP, DNS, HTTP, SSL/TLS, etc.)



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- e. Knowledge of Backup & recovery tools like Veeam, Acronis, rsync.
- f. Ability to perform Operating System security hardening and apply updates and patches regularly.
- g. Hands-on experience in managing relational database systems such as MS SQL Server, MySQL, PostgreSQL, or Oracle.
- h. Experience in database backup, recovery, replication, and performance tuning.
- i. Familiarity with database security practices, including role-based access and encryption.
- j. Familiarity with cloud or virtualization environments used for enterprise data platforms (DSS/ERP) will be considered an advantage.

8.0 Age Limit

Maximum 32 years on the last date of application

9.0 Salary and Allowances

Basic pay under PKSf's Pay Structure 2018 is **Tk. 51,000/- (Fifty-One Thousand)**. Apart from this, 60% of the basic salary as house rent allowance, medical allowance and benefits, gratuity, provident fund, Conveyance allowance, festival allowance, group insurance, education allowance for children, house building loan, encashment of earned leave and other benefits will be provided as per PKSf policies.

PKSF is an equal opportunity employer and seeks to employ and assign the best-qualified personnel for all of its positions in a manner that does not unlawfully discriminate against any person because of their specific identities, such as race, religion, gender, physical or mental disability, or any other status or characteristics protected by the laws of the country.

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