BEE TIMOR-LESTE, EMPRESA PÚBLICA
BTL, E.P.
Avenida 20 de Maio, Caicoli, Dili Timor-Leste Caixa· Postal No· 194, Telp· 3311539

VACANCY ANNOUNCEMENT
Reference No: 0004/BTL/HR-Dili/I/2023

A.   SUMMARY

Bee Timor-Leste (BTL, EP) is public company utilities recently created by the Government of Timor-Leste to promote greater efficiency and sustainability for the implementation of the Government's strategy in providing water and sanitation services to the public.

The Public Company mission is to assist the Government in the implementation of national policies for water and sanitation trough the integrated and sustainable management of water and sanitation related services.

In order to be able to carry-out its mission, BTL E.P. is planning to recruit talented and skill-full people to joint and fill the position of IT Programmer.

B.   POSITION REQUIRED – IT PROGRAMMER

Position	Scope of work	No. of vacancy	Ability, qualification and experience
IT Programmer	The IT Programmer is responsible for managing all functionality aspects of the IT System and services. Additionally, the role includes responsibility for ensuring the functionality of computer operations and systems development in accordance with BTL's IT Strategy and Plan. **Key Responsibilities:** • Conducting regular system audits; • Development of system solution roadmap; • Identifying and proposing opportunities to improve and update software and system; • Designing training programs and workshops for staff; • Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant supplier is a timely	1	**Qualifications and Experience** • Postgraduate qualification in IT or computer science with 3 years of work experience at management level; • Specialized knowledge of systems and functionality; • English language skill: - Oral: 80% fluent in English; - Written: Advance writing skills – to write report ands and project requirement documents; - Reading: Advance reading skills – to understand manuals and project documents.

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- System testing and ongoing development/enhancement;
- Installing and configuring computer hardware operating systems and applications;
- Ensure systems are kept up-to-date with latest version and patches;
- Provide technical assistance to project teams and undertake technical project roles when required;
- Supporting the roll-out of new applications and solutions;
- Monitor system interface processes and ensure that they have completed correctly;
- Resolve any first level issues with the interface process;
- Maintain the quality of BTL databases. Ensure that data is fit-for-purpose for use in software applications, that users use the data in a consistent manner, and that users have an acceptable level of trust in the data;
- Participate in the disaster recovery requirements and procedures development;
- Conduct regular disaster recovery mock incidents to ensure the procedures are working as desired.

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Selection Criteria

- Demonstrated computer skills, including proficiency in Microsoft Office suite of programs, the internet and other relevant BTL Corporate and Data Program;
- SQL server and database Managements;
- Ability to offer technical support to Level 1 to Level 5 queries;
- Ability to analyse operational and procedural issues/problems and to develop a range of practical strategies and options for their solutions;
- Should have a minimum of 3 years work experiences in System Support and Development role and be fluent in both English and Timor-Leste languages;
- Project Management experience;
- Demonstrated ability to work independently and as part of a team to achieve both individual and workgroup goals

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C.   HOW TO APPLY

All applications must include a cover letter, CV/Resume - not to exceed three pages with the details (name, phone email) of three referees, Certificate of complete Vaccination of Covid-19 and any other documentation that addresses the qualification requirements of the position as listed.

WOMEN ARE STRONGLY ENCOURAGED TO APPLY!

Applications should be addressed to the attention of BTL Human Resource, and submitted via email to hr@btl.tl or hrbeetimorleste@gmail.com or hand delivery to the BTL, E.P. office at Avenida 20 de Maio, Caicoli, Dili, Timor-Leste.

Full Job Description can be obtained through email above.

D. DURATION OF THIS VACANCY
- OPENING DATE: 10 JANUARY 2023
- CLOSING DATE: 25 JANUARY 2023 at 00:00hrs TL time
- WORKING HOURS: FULL-TIME: 40 HRS/WEEK

ONLY SUCCESSFUL CANDIDATES WILL BE CONTACTED FOR INTERVIEW

LATE APPLICATIONS WILL NOT BE CONSIDERED!!!

TERMS of REFERENCE

Position Title: IT Programmer

INTRODUCTION

BEE Timor-Leste Empresa Pública (BTL, E.P.) is a newly established Water Utility based in Timor-Leste. BTL was created by Decree Law n. º 41/2020. It is an indirect administration of the State, endowed with legal personality, administrative, financial and patrimonial autonomy, under the supervision and superintendence of the Minister of Public Works. The Bee Timor-Leste mission is to assist the Government in the implementation of national policies for water and sanitation through the integrated and sustainable management of water and sanitation related services.

In order to be able to carry-out its mission, the BTL E.P. is planning to recruits competent and skill-full people to joint and fill-in various position, including **IT Programmer.**

Purpose of IT Programmer Job:

The IT Programmer is responsible for managing all functionality aspects of the IT System and services. Additionally, the role includes responsibility for ensuring the functionality of computer operations and systems development in accordance with BTL's IT Strategy and Plan.

Key Responsibilities:
- Conducting regular system audits;
- Development of system solution roadmap;
- Identifying and proposing opportunities to improve and update software and system;
- Designing training programs and workshops for staff;
- Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant supplier is a timely manner;
- System testing and ongoing development/enhancement;
- Installing and configuring computer hardware operating systems and applications;
- Ensure systems are kept up-to-date with latest version and patches;
- Provide technical assistance to project teams and undertake technical project roles when required;
- Supporting the roll-out of new applications and solutions;
- Monitor system interface processes and ensure that they have completed correctly;
- Resolve any first level issues with the interface process;
- Maintain the quality of BTL databases. Ensure that data is fit-for-purpose for use in software applications, that users use the data in a consistent manner, and that users have an acceptable level of trust in the data;
- Participate in the disaster recovery requirements and procedures development;
- Conduct regular disaster recovery mock incidents to ensure the procedures are working as desired;

addressès the longer-term needs of customers; develop a customer focused environment consistent with BTL values and mission;

- Knowledge of Applications and System – Advance: Expert knowledge of BTL applications and systems; provide feedback and make recommendations to improve or develop new applications and systems.

General:
- Demonstrate personal commitment to BTL Board's Safety and Environment Programs, and Equal Employment Opportunity objectives, to personal safety and the safety of others, a workplace free from discrimination and harassment and philosophy quality assurance and pollution prevention.

Measure of Success
- Adhering to BTL policies and procedures;
- Response and resolution of (internal) customer requests for enhancement solution;
- Quality of work delivered – technical, solution development and enhancement;
- Number of outstanding requests at the end of each month;
- Ability to self-drive and motivate team;
- Management of suppliers and support staff;
- System versions are current.

Qualifications and Experience
- Postgraduate qualification in IT or computer science with 3 years of work experience at management level;
- Specialized knowledge of systems and functionality;
- English language skill:
  - Oral: 80% fluent in English;
  - Written: Advance writing skills – to write report ands and project requirement documents;
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Knár no Responsabilidade
Pozisaun: Supervisor Projetu iha Terrenu ba Postu Administrativu

Area Servisu

Supervisor Projetu iha Terrenu, nudar servisu no iha responsabilidade atu kontrola obra iha terrenu, atu nune'e, servisu iha terrenu bele tuir dezeñu ne'ebé konkorda ona iha kontratu laran, inklui kontrola tempu ne'ebé dezeña husi kompañia rasik submete mai nain ba obra (Projetu nain) nune'e servisu ka projetu bele hotu tuir planu ho kualidade tuir kontratu.

Nudar Supervisor tenki iha espíritu lideransa ne'ebé diak, tamba supervisor sei iha relasaun direita hamutuk ho kompañia no traballador (tukang) sira iha obra refere. Supervisor mos tenke garantia ba ema sira ne'ebé iha projetu tenke uza ekipamentu seguransa nian (Safety Equipment) atu nune'e bele minimiza asidente iha terrenu.

Knár no Responsabilidade nudar supervisor terrenu mak hanesan:
1. Kompriende le'e no interpreta dezeñu ne'ebé iha atu bele orienta kompañia;
2. Iha responsabilidade atu bele hare servisu hala'o tuir BoQ no dezeñu ne'ebé iha tuir kontratu;
3. Halo monitoring no avaliasaun ba projetu, no hato'o relatoriu bazeia ba progressu ne'ebé iha ba diresaun sira;
4. Halo koordenasaun diak ho Tekniku BTL, E.P. nivel Munisipiu no Nasional relasiona ho implementasaun projetu;
5. Iha koordenasaun diak ho autoridade lokal (Chefe Suco, Chefe Aldeia, Conselho de Suco, Juventude no Comunidade) atu asegura servisu sira ne'e la'o ho diak;
6. Iha kuñesimentu diak konaba oinsa halo supervizaun operasaun no manutensaun kanu iha kulker tempu;
7. Iha komunikasaun diak ho apoiu kliente konaba oinsa bele halo sosializasaun no promove tarifa be'e nian iha komunidade nia le'et;
8. Prontu servisu kualker tempu, bainhira komunidade presiza.

Kualifikasaun
1. Iha nivel edukasaun mínimu Eskola Tékniku ho esperiensia mínimu tinan 2, Lisensiadu Enjeñaria Sivil ho esperiensia mínimu tinan 1 iha area Bee no Saneamentu nian iha nivel Aldeia, Suco no área Urbana;
2. Bele kompriende lian Ingles, Portugues, Bahasa Indonesia no koalia no hakerek diak iha lian Tetun.

Esperiensia seluk
1. Halo planu hmutuk ho autoridade loka sira bainhira presiza, karik i ha kliente foun ou ligasaun foun presiza konfirma ho DEI atu nune'e bele fo orientasaun relasiona ho hydrolika nian;
2. Labele halo ligasaun ruma sem iha autorizasaun husi chefe suco, chefe aldeia, no konselho suco, atu mantein kualidade be'e ba komunidade.