

**VACANCY FOR IT RETAINER  
CAGAYAN DE ORO BASED  
PHILLIPPINES**

**Terms of Reference**

<b>Role: IT RETAINER – PHILIPPINES</b>
<b>Overall purpose:</b> In order to ensure the continuous and efficient operation of its IT systems, The Samdhana Institute, Inc. seeks to engage an IT professional/consultant on a retainer basis. The IT Retainer will provide ongoing support and maintenance for hardware, software, networking, and backup systems critical to daily operations.
<b>Reports to: Admin Procurement Officer</b>
<b>Responsibilities:</b>
<b>Synology NAS Maintenance and Backup Monitoring</b> <ol style="list-style-type: none"><li>1. Regular maintenance, health monitoring and firmware updates of the Synology NAS.</li><li>2. Ensure security from scams of the NAS</li><li>3. Ensure all staff devices (laptops and desktops) are properly backed up to the Synology server.</li><li>4. Perform periodic verification of successful backups and rectify any backup issues promptly.</li></ol>
<b>Device Repairs and Troubleshooting</b> <ol style="list-style-type: none"><li>1. Conduct repairs, maintenance, and troubleshooting for laptops, desktops, printers and other peripherals.</li><li>2. Provide technical support for internet connectivity issues, including modem/router configuration, LAN setup, and Wi-Fi troubleshooting.</li><li>3. Attend to other IT-related repairs and technical concerns as they arise.</li></ol>
<b>General IT Support</b> <ol style="list-style-type: none"><li>1. Provide remote and onsite support as needed.</li><li>2. Install, update, and configure software and applications required by staff.</li><li>3. Recommend preventive maintenance schedules and improvements to IT systems.</li><li>4. Advise on best practices for data security, software licensing, and equipment procurement.</li></ol>
<b>Other functions</b> <ol style="list-style-type: none"><li>1. Monthly report summarizing tasks completed, status of backup systems, incidents handled, and recommendations (if any).</li><li>2. Immediate incident reports for critical issues affecting business operations.</li><li>3. Maintenance logs for NAS and hardware repairs.</li></ol>
<b>QUALIFICATION</b> <ol style="list-style-type: none"><li>1. Bachelor's degree in Information Technology, Computer Science, Computer Engineering, or a related field.</li><li>2. At least 2 years of proven experience in IT systems administration, hardware/software troubleshooting, and network support.</li></ol>
<b>KNOWLEDGE</b> <ol style="list-style-type: none"><li>1. NAS (Network-Attached Storage) systems, preferably Synology.</li></ol>

2. LAN/WAN, Wi-Fi, and internet configuration and troubleshooting.
3. Data backup systems, recovery processes, and cybersecurity best practices.
4. Familiarity with current and previous software installations, updates, licensing compliance, and IT procurement processes.

**SKILLS**

1. Ability to provide both onsite and remote IT support in a timely manner.
2. Strong analytical, problem-solving, and documentation skills.
3. High level of integrity, confidentiality, and reliability in handling organizational IT systems and data.
4. Excellent communication skills to support staff with varying levels of technical expertise.

**WORKING RELATIONSHIPS**

Internal : CDO Office's Staff

External: Internet provider and related IT support

**OTHER**

1. This is a consultant-based working
2. Working arrangement: 2 (two) onsite visits per week and remote support as needed anytime. Additional service outside the agreed scope may be billed separately upon approval
3. The retainer agreement shall be effective for a period of 6 months subject to renewal upon mutual agreement.

**Application procedures**

ONLY shortlisted candidates will be contacted.

Interested and qualified candidates are invited to send a letter of interest highlighting their suitability for and potential contribution to the position, a detailed CV, and contact details for three referees to [hrphil@samdhana.org](mailto:hrphil@samdhana.org) at **the latest on 15 OCTOBER 2025**.