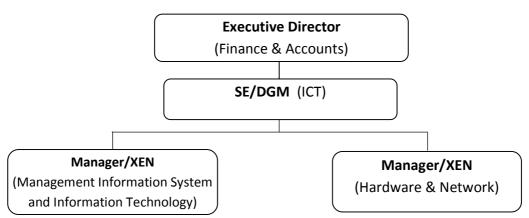
Office of the Superintending Engineer/DGM (Information Communication Technology)

Job Description of Superintending Engineer/Deputy General Manager (Information and Communication Technology)

Position Title	Superintending Engineer/Deputy General Manager
	(Information Communication Technology)
Reports to	Executive Director (Finance & Accounts)
Function	Supervise and control all activities of ICT Division.
Reporting official	 Manager/Executive Engineer (MIS & IT) Manager/Executive Engineer (Hardware & Network) Official/ Staff at SE/DGM's Office
Location	Head Office of DESCO

Line of Reporting

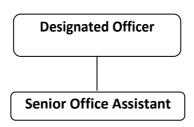


- 1. Responsible to oversee the streamlined operation of the IT department and to ensure it aligns with the mission objective of the organization.
- 2. Formulate and deploy long term strategic plans for acquiring and enabling efficient and costeffective information processing and communication technologies
- 3. Develop & review annual budgets for and from IT department, scheduling expenditures, analyzing variances, initiating corrective action.
- 4. Prepare and update time to time ICT Policies, strategies and procedures by evaluating organization outcomes.
- 5. Introduce and support automation of all functions of the company to improve individual performance.
- 6. Ensure the IT related procurement following the procedures and guidance contained in DESCO's Procurement guideline and PPR (if necessary).
- 7. Ensure smooth operation of IT through maintenance & troubleshooting of existing database & network as well as upgrading all kinds of hardware & software.
- 8. Plan, coordinate, direct, and design all operational activities of IT department, as well as provide direction and support for IT solutions that enhance to achieve the company's vision.
- 9. Analyze the performance of existing IT systems, fix the benchmark and make recommendations for the improvement of the IT infrastructure and IT systems.
- 10. Ensure the security of the database and update the information for the management needs and when necessary.
- 11. To carry out any other duties as directed by the authorities.

Job Description of Senior office Assistant

Position Title	Senior Office Assistant
Reports to	Designated Officer
Function	Functions directed by the designated officer/senior officials of the department.
Reporting official	Nil
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting



- 01. Drafting & typing day to day important official documents as per instructions by the senior official of the department.
- 02. Drafting & typing important correspondence letter with other organizations.
- 03. Maintain stock register of the department.
- 04. Take necessary steps for petty purchase; maintain petty cash book and arranging for reimbursement of petty cash.
- 05. Keep soft copies and secrecy of the confidential documents of the department.
- 06. Any other duties as directed by the management and other senior officials from time to time.

Job Description of Driver

Position Title	Driver
Reports to	Designated Officer
Function	Functions directed by the designated officer/senior officials / controlling officer of the respective office.
Reporting official	Nil
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Designated Officer

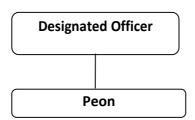
Driver

- 01. Possesses general knowledge about normal vehicle maintenance like; regular tune-ups, oil changes, fluid levels, breaks, tire treads and pressure, lights, signals and wipers etc.
- 02. Always keep with you updated driving license, vehicle fitness issue documents like; insurance, road permit, registration etc.
- 03. Wearing professional uniform (in any) and be careful about reckless/destructive/aggressive/influence by others driving specially be extra care at night.
- 04. Properly maintain the log book of the vehicle and be care about the fuel consumption and maintenance cost etc and keep the vehicle in designated place and clean at the end of daily duty.
- 05. Go out of station (On duty) with proper vehicle requisition form approved by the proper authority and in case of any problem of vehicle communicate with controlling immediately.
- 06. Any other duties as directed by the designated officer/ controlling officer.

Job Description of office Peon

Position Title	Peon
Reports to	Designated Officer
Function	All functions directed by the designated officer and other senior officials of the respective office.
Reporting official	Nil
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting

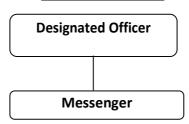


- 01. Open and close office regularly.
- 02. Attending bell of the respective officer and moving files and documents with care& keep confidentiality of the files.
- 03. Entertain officials and visitors like serving water, tea, beverages, lunch etc with care and take extra care at the time of meeting.
- 04. Keep clean and hygienic of the office equipment and furniture's.
- 05. Wearing professional uniform (if any) in the office time.
- 06. Receiving telephone calls with courtesy when senior officials is out of desk/chamber.
- 07. Any other duties as directed by the designated officer and other senior officials of DESCO.

Job Description of office Messenger

Position Title	Messenger
Reports to	Designated Officer
Function	All functions directed by the senior officials of the respective office/department.
Reporting official	Nil
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting

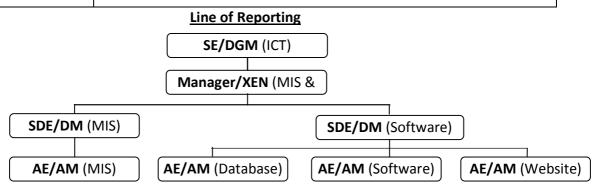


- 01. Distribute all official documents as per instruction of the senior official and keep confidentially of the documents.
- 02. Post letters and correspondence by hand to hand to the outsiders.
- 03. Wearing professional uniform (if any) in the office time.
- 04. Execute instant, Quick & Emergency order of the senior officials at the office.
- 05. Any other duties as directed by designated officer and other senior officials of DESCO.



<u>Job Description of Manager/Executive Engineer (Management Information System & Information Technology)</u>

Position Title	Manager /Executive Engineer (MIS & IT)
Reports to	Deputy General Manager/Superintending Engineer (ICT)
Function	Planning, designing, organizing and developing computerize system for collecting, storing, and disseminating data in the form of information needed to carry out the functions of management.
Reporting officials	Sub-Divisional Engineer (MIS)Sub-Divisional Engineer (Software)
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

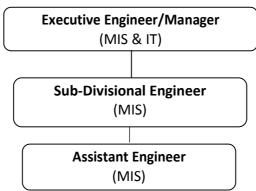


- 1. To arrange MIS & Software related support for all offices.
- 2. Develop MIS policies to ensure data accuracy and security.
- 3. MIS Process improvements for increased efficiency and cost effectiveness.
- 4. Conduct training on MIS & Software activities to increase staff expertise.
- 5. Supervise and motivate MIS & Software team to work collectively and efficiently.
- 6. Coordinate with MIS & Software team to ensure that technology, infrastructure and operational requirements are met.
- 7. Plan, manage upgrades, track and monitor security of hardware and software systems.
- 8. Recommend and implement new technology solutions to improve productivity.
- 9. To ensure database design, management, administration, performance tuning and backup.
- 10. To ensure design, development and upgrading of software as organizational need.
- 11. To ensure preparation and dispatch of reports on Monthly Operation Data (MOD) to the concerned authorities in prescribed formats.
- 12. To ensure upgradation and maintaining DESCO Website, routine audits of software.
- 13. To ensure maintenance and upgradaiton e-Governance in DESCO.
- 14. To ensure data upload from all Sales & Distribution Divisions to central server and mobile operator's server and vice versa.
- 15. To ensure preparation on dispatch of reports on outstanding of Government, Semi Government/ Autonomous bodies and Private to the Power Cell and Ministry.
- 16. To carry out any other duties as directed by the authorities.

Job Description of Sub-Divisional Engineer/Deputy Manager (MIS)

Position Title	Sub-Divisional Engineer/Deputy Manager (MIS)
Reports to	Manager/Executive Engineer (MIS & IT)
Function	Monthly Operation Data (MOD) to concerned authorities in prescribed formats
Reporting official	Assistant Engineer (MIS)
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting

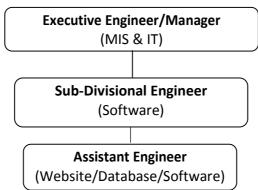


- 1. To deliver timely and reliable centrally compiled information to DESCO management, including scheduled Monthly Operational Data (MOD) from across all sales & distribution divisions IT system.
- 2. Ensuring Key performance Indicators (KPI) target are maintained by each sales & distribution and the effectiveness of operating plan factors and indicators are monitored and reviewed by management.
- 3. Deliver centrally compiled required operational information to Powercell and Ministry of Power and confirming the reliability of the report by taking management concern.
- 4. Ensuring external deadlines are met for any operational report requirements and internal operational reports are presented to management in time.
- 5. To ensure that MIS data is accurate and robust ensuring that reports are accessible to all employees and external stakeholders by publishing reports into DESCO web site in schedule intervals.
- 6. To carryout Annual Performance Appraisal of the employees under control.
- 7. To assist Manager/XEN, MIS & IT in discharging his/ her duties.
- 8. To carry out any other duties as directed by the authorities.

Job Description of Sub-Divisional Engineer/Deputy Manager (Software)

Position Title	Sub-Divisional Engineer/Deputy Manager (Software)
Reports to	Manager/Executive Engineer (MIS & IT)
Function	E-Governance Software Implementation, Maintenance and new requirement analysis, design and development.
Reporting official	 Assistant Engineer (Web Site) Assistant Engineer (Database) Assistant Engineer (Software)
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting



- 1. Recommend and implement new technology solutions to improve productivity.
- 2. To ensure database design, management, administration, performance tuning and backup.
- 3. To work proactively with colleagues across the IT departments taking the initiative to resolve issues as they arise and contribute to more user friendliness of e-governance software and its reports.
- 4. To monitor, maintain and upgrade overall software, website and database related system.
- 5. To design and prepare dated action implementation plan for new software interface and platform to respond to the changing needs by the management.
- 6. To carryout Annual Performance Appraisal of the employees under control.
- 7. To carry out any other duty as directed by the authority time to time.
- 8. To ensure upgradation and maintaining DESCO Website.
- 9. To ensure routine audits of database and software.
- 10. To ensure data upload from all Sales & Distribution Divisions to central server and mobile operator's server and vice versa.
- 11. To carry out any other duties as directed by the authorities.

Job Description of Assistant Engineer/ Assistant Manager (Website)

Position Title	Assistant Engineer/Assistant Manager (Website)
Reports to	Sub-Divisional Engineer/Deputy Manager (Software)
Function	Create, develop and manage content for organization's website
Reporting official	-
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Sub-Divisional Engineer/DM (Software) Assistant Engineer/AM (Website)

- Create, develop and manage content for organization's website (required working with current content management system). Ex. Adding new pages, monthly reports, tender notice and documents and updating Mod (yearly, monthly), mod related reports (monthly), KPI information (monthly), Accounts Receivables (yearly, monthly), System Information, news, notice, scroller, banner, content of the pages etc.
- 2. Develop web based application software on the basis of organization's demand.
- 3. Maintain a consistent look and feel throughout all web properties. Ex. Change in CSS design, button, banner, frame size etc.
- 4. Perform routine site maintenance as needed.
- 5. Reconciliation and maintenance of Internet bill Payment system. Insertion of successful transaction and deletion of unsuccessful one as per the report of gateway provider.
- 6. Reconciliation of online bill payment system through mobile Operator (GP, Banglalink) and various banks like Trust bank, South East bank etc.
- 7. To assist Manager/XEN, MIS & IT and SDE (Software) in discharging his/ her duties.
- 8. To carry out any other duties as directed by the authorities.

Job Description of Assistant Engineer/ Assistant Manager (Database)

Position Title	Assistant Engineer/Assistant Manager (Database)
Reports to	Sub-Divisional Engineer/DM (Software)
Function	Installing and upgrading the database server and application tools
Reporting official	-
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

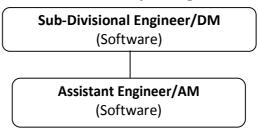
Sub-Divisional Engineer/DM (Software) Assistant Engineer/AM (Database)

- 1. Installing and upgrading the database server and application tools.
- 2. Allocating system storage and planning future storage requirements for the database system
- 3. Creating primary database storage structures (tablespaces), objects (tables, views, indexes) after application developers have designed an application
- 4. Enrolling users and maintaining system security
- 5. Controlling and monitoring user access to the database
- 6. Monitoring and optimizing the performance of the database
- 7. Planning for backup and recovery of database information
- 8. Maintaining archived data, backing up and restoring databases, contacting database vendor for technical support
- 9. Generating various reports by querying from database as per need.
- 10. Development and maintenance and monitoring of system to keep central database updated with S&D's local databases data.
- 11. Developing and maintaining database environment for external bill collection hubs like mobile operators and banks. Provide support to these hubs.
- 12. Development and maintenance of system to keep central database and local databases integrated for central collection. Provide day to day support for collection related problem.
- 13. Provide day to day support to S&D's for data related changes, problems, account transfer among S&D's.
- 14. Create PL/SQL code block, procedure etc. on demand.
- 15. To assist Manager/XEN, MIS & IT and SDE, Software in discharging his/her duties.
- 16. To carry out any other duties as directed by the authorities.

Job Description of Assistant Engineer/ Assistant Manager (Software)

Position Title	Assistant Engineer/Assistant Manager (Software)
Reports to	Sub-Divisional Engineer/Deputy Manager (Software)
Function	E-Governance Software Implementation, Maintenance, new requirement analysis, design and development.
Reporting official	-
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting



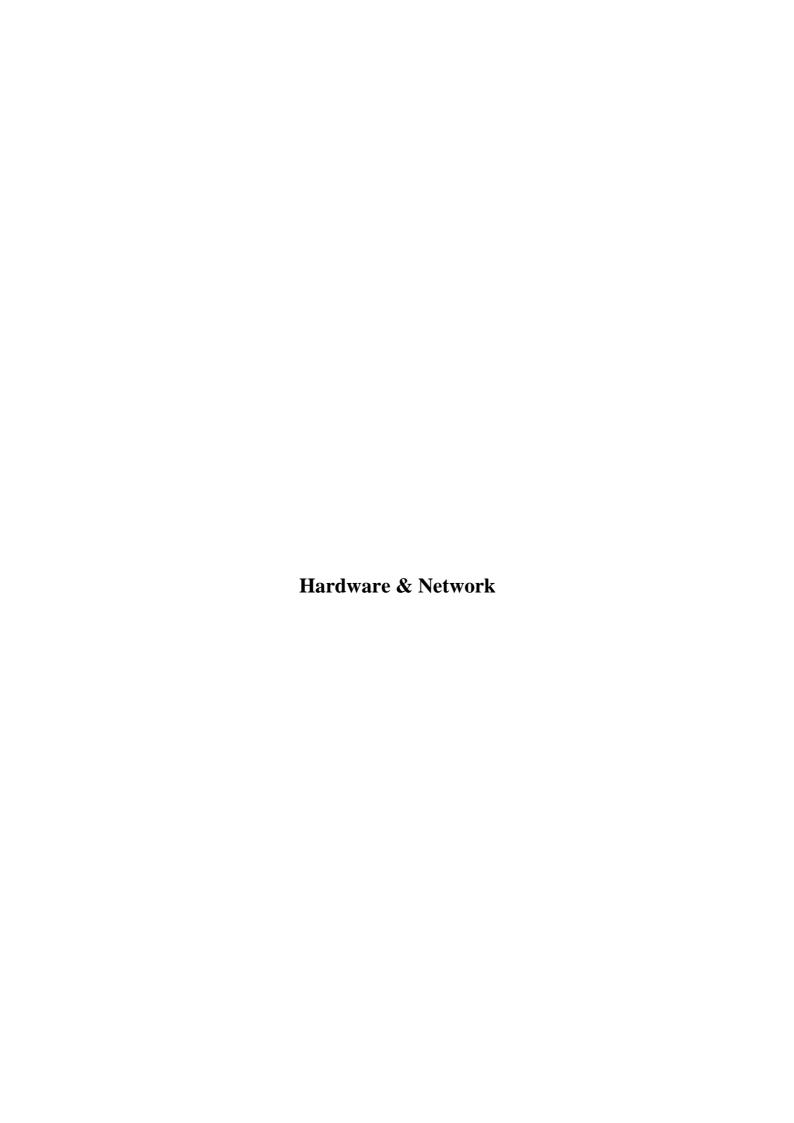
- 1. E-Governance Software Implementation, Maintenance and new requirement analysis, design and development.
- 2. The Software implementing to new or existing S&D physically to support the employees.
- 3. To operate E-Governance Software database server is prepared to make it ready for operation at different site and also for testing and analysis purpose.
- 4. Maintaining regular backup of database and software.
- 5. Responsible to train up to related employees who are using our own developed system.
- 6. Supporting always to the S&D as a call center of E-Governance.
- 7. Assisting DESCO administration on different recruitment related software and reporting.
- 8. Answering consumer based on their queries or complaint via email.
- 9. Developing and maintaining web based transformer database and reporting.
- 10. Others assigned duties from DESCO authority or ICT Division are obeyed respectfully.
- 11. To assist Manager/XEN, MIS & IT and SDE (Software) in discharging his/ her duties.
- 12. To carry out any other duties as directed by the authorities.

<u>Job Description of Assistant Engineer/ Assistant Manager, Management</u> <u>Information System (MIS)</u>

Position Title	Assistant Engineer/Assistant Manager (MIS)
Reports to	Manager/Executive Engineer (MIS & IT)
Function	Monthly Operation Data (MOD) to concerned authorities in prescribed formats
Reporting official	-
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting Manager/Executive Engineer (MIS & IT) Assistant Engineer/AM (MIS)

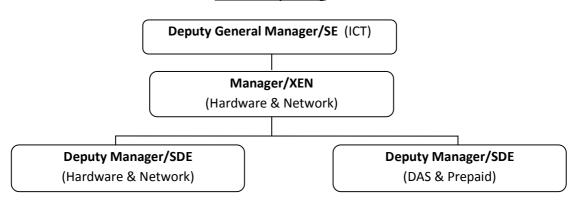
- 1. Preparation of Central Monthly Operational Data (MOD).
- 2. Preparation of VAT report to Finance Division, DESCO.
- 3. Preparation of Import Sales Report to Power Cell.
- 4. Ensuring external deadlines are met for any operational report requirements and internal operational reports are presented to management in time.
- 5. Analyzing and Reporting as per requirement to internal and external stakeholders.
- 6. Analyzing and Reporting as per requirement to all S&D instantly and within shortest period.
- 7. To deliver timely and reliable centrally compiled information to DESCO management, including scheduled Monthly Operational Data (MOD) from across all sales & distribution divisions IT system.
- 8. Deliver centrally compiled required operational information to Powercell and Ministry of Power and confirming the reliability of the report by taking management concern.
- 9. To carryout Annual Performance Appraisal of the employees under control.
- 10. To assist Manager/XEN, MIS & IT in discharging his/ her duties.
- 11. To carry out any other duties as directed by the authorities.



Job Description of Manager/Executive Engineer (Hardware & Network)

Position Title	Manager/Executive Engineer (Hardware & Network)
Reports to	Superintending Engineer (ICT)
Function	Supervise and control all activities of Hardware, Network, DAS & Prepaid (network) of ICT Division.
Reporting officials	SDE (Hardware and Network) & SDE (DAS & Prepaid)
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting

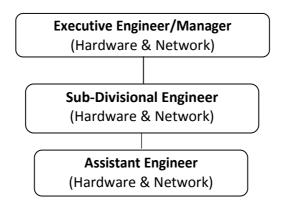


- 1. Ensure designing, managing, administering, local area network (LAN) and ensuring network security of Linux and windows based server for all offices.
- 2. To carry out network performance tuning and ensure the active network infrastructure for all offices.
- 3. Analyze system logs and identify potential issues with computer systems.
- 4. Ensure Hardware, Network and IT related support for all offices.
- 5. Ensure Hardware, Network and IT related support for Remote Metering, DAS and Prepaid Meter.
- 6. Arrange maintenance and upgradation of the network.
- 7. Ensure routine audits of systems.
- 8. Monitor support and service quality of wide area network (WAN) service provider for intranet and internet.
- 9. To carry out hardware and software procurement related activities.
- 10. To monitor and consider hardware requirement of all offices.
- 11. Exercise financial authority as per approved financial procedure/ policy/guidelines of the company.
- 12. Carry Out Annual Performance Appraisal of the employees under control.
- 13. Assist Deputy General Manager/SE (ICT) in discharging his/ her duties.
- 14. To carry out any other duties as directed by the authorities.

<u>Job Description of Sub-Divisional Engineer/Deputy Manager (Hardware & Network)</u>

Position Title	Sub Divisional Engineer/Deputy Manager (Hardware & Network)
Reports to	Executive Engineer/Manager(Hardware & Network)
Function	Hardware, Network and IT related support for all offices.
Reporting official	Assistant Engineer (Hardware & Network)
	Junior Assistant Manager (Hardware & Network)
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting

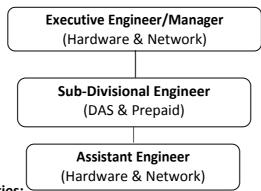


- 1. To carry out designing, managing, administering, local area network (LAN) and ensuring network security of Linux and windows based server for all offices.
- 2. To carry out different software installation, configuration and upgrading for all offices.
- 3. To carry out network performance tuning and ensuring active network infrastructure for all offices.
- 4. To analyze system logs and identify potential issues with computer systems.
- 5. To provide Hardware, Network and IT related support for all offices.
- 6. To monitor support and service quality of wide area network (WAN) service provider for intranet and internet.
- 7. To exercise financial authority as per approved financial procedure/policy/guidelines of the company.
- 8. To carry out maintenance and upgradation of Network for all offices.
- 9. Overall maintainance and upgradation of all servers.
- 10. To manage, monitor and control internet and intranet usage access for all offices.
- 11. To carry out hardware and software procurement related activities.
- 12. To carry out Annual Performance Appraisal of the employees under control.
- 13. To assist XEN/Manager, Hardware & Network in discharging his/ her duties.
- 14. To carry out any other duties as directed by the authorities.

<u>Job Description of Sub-Divisional Engineer/Deputy Manager (Data Acquisition</u> <u>System & Prepaid)</u>

Position Title	Sub-Divisional Engineer/Deputy Manager (DAS & Prepaid)
Reports to	Executive Engineer/Manager (Hardware & Network)
Function	Hardware, Network and IT related support for DAS and Prepaid Meter
Reporting official	Assistant Manager/Assistant Engineer (Hardware & Network)
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting

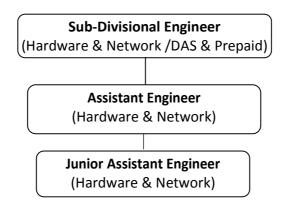


- 1. To analyze system logs and identify potential issues with computer systems.
- 2. To maintain Hardware inventory for all offices regarding DAS and Prepaid Meter
- 3. To provide Hardware, Network and IT related support for DAS and Prepaid Meter.
- 4. To carry out maintenance and upgradation of Network for DAS and Prepaid Meter System.
- 5. To operate and monitor the operation and vending station of DAS & Prepaid metering System.
- 6. To carry out Hardware and Network Maintenance for DAS and Prepaid Meter System.
- 7. To exercise financial authority as per approved financial procedure/ policy/guidelines of the company.
- 8. To carry out Annual Performance Appraisal of the employees under control.
- 9. To assist XEN/Manager (Hardware & Network) in discharging his/her duties.
- 10. To carry out any other duties as directed by the authorities.

Job Description of Assistant Engineer/ Assistant Manager (Hardware & Network)

Position Title	Assistant Engineer/AM (Hardware & Network)
Reports to	Sub-Divisional Engineer/Deputy Manager (Hardware & Network)
	 Sub-Divisional Engineer/Deputy Manager (DAS & Prepaid)
Function	Hardware, Network, DAS, Prepaid and IT related support for all offices.
Reporting official	JAM- (Hardware & Network)
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting

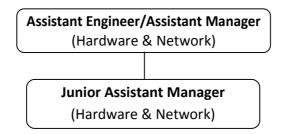


- 1. To carry out designing, managing, administering, local area network (LAN) and ensuring network security of Linux and windows based server for all offices.
- 2. To provide Hardware, Network, DAS, Prepaid and IT related support for all offices.
- 3. To carry out Hardware and Network Maintenance and upgradation for DAS and Prepaid Meter System.
- 4. To carry out different software installation, configuration and upgrading for all offices.
- 5. To carry out network performance tuning and ensuring active network infrastructure for all offices.
- 6. To analyze system logs and identify potential issues with computer systems.
- 7. To perform Hardware procurement related works.
- 8. To monitor support and service quality of wide area network (WAN) service provider for intranet and internet.
- 9. To carryout Annual Performance Appraisal of the employees under control.
- 10. To assist XEN, Hardware & Network in discharging his/ her duties.
- 11. To carry out any other duties as directed by the authorities.

Job Description of Junior Assistant Manager (Hardware & Network)

Position Title	Junior Assistant Manager (Hardware & Network)
Reports to	Assistant Manager/Assistant Engineer (Hardware & Network)
Function	Hardware, Network, DAS and Prepaid meter related support for all offices.
Location	Office of the Superintending Engineer/Deputy Genaral Manager (ICT)

Line of Reporting



- 1. To provide support and service to the officials of the Department for establishing, troubleshooting & maintenance of hardware & network of all sales & distribution divisions including Head Office.
- 2. To provide support and service to the officials of the Department to establish and maintain Network for DAS and Prepaid Meter System.
- 3. To arrange establishment of DAS and Prepaid Metering System in DESCO and maintain after completion.
- 4. To provide support and service to the officials of the Department for maintaining inventory for ICT division.
- 5. To visit sales & distribution divisions time to time to monitor system.
- 6. To exercise financial authority as per approved financial procedure/ policy/guidelines of the company.
- 7. To assist Assistant Manager (Hardware & Network) in discharging his/her duties.
- 8. To carry out any other duties as directed by the authorities.