MD. JUBAYER HOSSAIN

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Career Objective:

To work in a responsible role, leveraging my IT, digital health, and field support expertise, while enhancing interpersonal skills, creativity, and experience to grow my career and contribute to the organization`s success.

Career Summary:

- Currently working as a Deputy Manager, Technical Support - BRAC Health Programme at BRAC
- Previously worked on Information Technology Assistant at icddr,b | unicef | SARI ITC Hospital, Teknaf.
- Previously worked on Software Coordinator at Right Click Information Technology.
- Previously worked on IT Officer at Butterfly Marketing Ltd.
- Previously worked on Sub Assistant Engineer at Akij Group.
- 12+ years IT Professional Experience in digital health systems

Special Qualification:

Experienced in Corporate & NGO IT Support, Network, Hardware, System Software, Application Software, CCTV & Attendance System Maintenance and Troubleshooting & ICT Managements Procurement Process. Ensure the Smooth Operation of all IT System.

Employment History:

Total Year of Experience: 11.8 yrs

1. Deputy Manager, Technical Support (3.6 yrs)
(16 May 2022 - Continuing)

BRAC
Area of Expertise:
Health and Population sector (3.6 yrs), IT Project Management (3.6 yrs), public health research and program implementation (3.6 yrs)

Duties/Responsibilities:
As the Deputy Manager, Technology for Development (T4D), I am responsible for planning, implementing, and overseeing the complete IT operations, digital infrastructure, and field technology enablement within the

BRAC Health Programme (BHP). My role ensures uninterrupted technical services, optimized digital solutions, and effective device and data management across all field and head office operations.

Key Responsibilities:

Device & Inventory Management:
Maintain end-to-end inventory of 5200+ IT assets (tablets, laptops, desktops, printers, Wi-Fi routers, CCTV, UPS/IPS). Oversee procurement, vendor selection, warranty tracking, configuration, software installation, and field-level delivery. Conduct device condition assessments, manage damage/lost payment recovery, and ensure timely service or disposal as per BRAC policy.

Technical Support & Maintenance:
Lead the DSO team to provide onsite and remote support across 43 PHCs, 20 Vision Centers, and 275 upazilas. Troubleshoot hardware/software issues, handle Office 365, Outlook, mHealth, DFS, SPICE, and other digital tools. Manage server resources, cloud platforms, email administration, network systems, and ensure smooth operation of dashboards and applications.

System & User Administration:
Manage staff user profiles (add, update, delete) and access credentials for multiple platforms. Handle 2-step verification, password resets, group mail, and account approvals. Administer licenses for Office 365, ChatGPT, Zoom, Power BI, and related enterprise software.

Telecom & SIM Management:
Oversee corporate SIM allocation, activation/deactivation, cross-matching, and bill processing across different projects and cost codes. Coordinate with Grameenphone and BRAC Telecom for approvals, replacements, and payments.

Team Tracker System:
Administer the Team Tracker platform, including user creation, SK assignment, updates, deletions, POI corrections, lock/unlock, and attendance reporting. Coordinate with field managers to ensure accurate staff attendance and activity monitoring.

Training & Capacity Building:
Design and conduct Training of Trainers (ToT) for DSOs, AMs, POs, FOs, paramedics, and other staff on device usage, troubleshooting, applications, dashboards, and digital literacy. Provide technical support during training events and coordinate with project teams (e.g., McGovern Foundation project).

Budgeting & Procurement:
Prepare annual and mid-term IT budget forecasts for device purchase, server fees, mobile data, software maintenance, and accessories. Coordinate vendor management, quotation analysis, procurement processes, and payment approvals in collaboration with finance teams.

Special Projects & Support:
Support pilot initiatives (e.g., Mental Health project, Microfinance Health Check-up) by providing device planning, application support, dashboard setup, and data management. Provide IT support for head office facilities (conference rooms, calendars, camera systems, email backup, etc.).

Coordination & Reporting:
Conduct weekly meetings with DSOs for issue tracking and escalation. Manage WhatsApp groups and SMS portals for field communication. Maintain regular coordination with BRAC Technology, BITS, and mPower

with Medtronic Lab to ensure smooth system access and infrastructure updates.
Core Skills: IT infrastructure & network administration, inventory & logistics management, cloud/server management, software troubleshooting, vendor coordination, training and ICT project management.

2. Information Technology Assistant | Maternal and Child Nutrition (1.9 yrs)
(1 Jul 2020 - 15 May 2022)

icddr,b
Area of Expertise:
Hardware & Networking (1.9 yr), IT Management (1.9 yr), IT Support Service (1.9 yr)

Duties/Responsibilities:
Duty Station:
icddr,b Teknaf Hospital
Severe Acute Respiratory Infection Isolation and Treatment Center (SARI ITC)
Teknaf, Cox`s Bazar, Bangladesh.

Job Objectives & Responsibilities:
I Coordinate and organize for all logistical requirements of the project with the objective of providing efficient administrative support to researchers within the guidelines of research protocol and organizational values. The specific areas of responsibilities are detailed below:

IT Technical Support: Receive IT Helpdesk call and cordially response Request caller to log this call for any IT support request and forward the call to helpdesk engineer for any technical queries Troubleshoot and response UPS problem, follow-up with user for any requirement, replace battery if needed and consult with helpdesk engineer to fix UPS problem Reinstall operating system, setup common software and related task on PC.

Document Management: Maintain IT Hardware support log, update daily and weekly hardware support log register accordingly Manage IT installation certificate document Manage IT vendor challan and bill document.

Network Administration: Perform direct network management at coordination and base without IT officers. Provide technical support to IT officer and insure that network standard process are implemented at base level. Organize network security through the mission (access / data security...).Perform remote management / setup of NAS and Routers for bases if adapted hardware is available.

Internet Access: Perform technical analysis of service provider offers to validate the technical side of procurement. Ensure that authorized users have internet access. Perform the sizing of bandwidth needs through the mission. Insure regular contacts with providers.

Workstation configuration: Configure new mission workstations respecting the standards set by icddr,b before handing out to a user or It officers (Desktop and Laptop). Check that every computer uses the standard operating system and software Check that sensitive IT materials are protected (uninterruptible power supply, stabilizer, etc.)

3. Software Coordinator (ERP) (2.5 yrs)
(1 Jan 2018 - 30 Jun 2020)

Right Click Information Technology
Area of Expertise:
ERP Software Design (**2.5** yr), Project Manager (Software) (**2.5** yr), Software Implementation (**2.5** yr)

Duties/Responsibilities:
1. Plan and coordinate upgrades and software support for Oracle ERP system.
2. Work with contractors, programmers and analysts to make changes to the database and reporting system.
3. Confer with co-workers to determine impact of database changes on other systems and staff cost for making changes to database.
4. Support end-users of the system by writing reports, releasing maintenance and upgrade plans, and SQL queries.
5. Develop and maintain procedures, guides, handouts, and other technical documentation as needed.
6. Determine and implement proper ERP security on a database and policy level.
7. Assist with the planning/management of various assigned IT related projects.
8. Serve as the central ERP contact for up-to-date information on a variety of list-serves, Internet sites, and other company representatives.
9. Work as a key member within the Implementation team to apply/maintain the changes.
10. Liaise with other Project Members, Coordinate interdependencies and resolve issues.
11. Analyze data and produce report as required.
12. Should handle Patch Updating, Upgrades to the ERP Solution, Database & OS Upgrades.

Job Objectives:
1. As a ERP Coordinator, I established, executed, maintained and oversee Oracle based ERP application.
2. Required to adequately maintain, upgrade, and protect the ERP system and database.
3. Improve, modify and produce reports as management required.

4. IT Officer (1 yr)
(1 Feb 2017 - 24 Dec 2017)

Butterfly Marketing Limited (LG-Butterfly Group)
Area of Expertise:
Hardware Engineer (1 yr), SAP Software Engineer (ERP) (1 yr), Server Administration (1 yr)

Duties/Responsibilities:
Experienced in Corporate IT Support (Network, Hardware, System Software, Application Software, CCTV & Attendance System Maintenance and Troubleshooting & ICT Managements Procurement Budgets Process). Ensure the Smooth Operation of all IT System, SAP User Controls, VPN Soft Install and Maintenance Report Task, Mail Create and Configer, OS, Application and SAP Install and Configer, Cabling, Router configuration Installing and Troubleshooting Windows Devices, Configure, Email, Software, User support having Windows, android, iOS devices Install and Troubleshoot with Internet Bandwidth Shearing Procedure by IP and Designation wise and Guest wise Support , Visit of all Office and Factory locations of Butterfly Group and sister concerns. Visit all Depots for support Perform of Data recovery, Maintenance of Bio-metric Access control, CCTV& Projector, Peripheral Devices Maintenance of Office Documents Working and ICT Inventory Management Operation, Vendors Bill Process, Products Good Received and Reporting, Supply Chain Management & Logistic Support For ICT Product, Call Support All Showroom and Ware house IT Problem Solve by Phone, with Adobe Photoshop and Illustrator Installation and maintenance of Antivirus Install and Update Strong knowledge in Microsoft Office Packages, Printer and Data sharing securely and Daily IT Working Task with SAP ERP Users Head Office and Corporate and VPN Users and Reporting to Management.

5. Sub Assistant Engineer (GBC&C) (2.8 yrs)
(1 Jun 2012 - 1 Mar 2015)

AKIJ Group at Akij Textile Mills Ltd.
Area of Expertise:
Operation & Maintenance (0.9 yr), Power Generation (0.9 yr), Specialized Leasing Operational (Monitoring/ collection) (0.9 yr)

Duties/Responsibilities:
Power Plant Operation ad Maintenance
Digital Report Generate the Generator,Chiller and Boiler.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Masters in Engineering (MEngg)	Executive Master in Computer Science (EMCS)	Cumilla University	CGPA:3.84 out of 4	2024	1.5	Top 2 Position Achieved –in batch
B.Sc. in Computer Science and Engineering	Computer Science & Engineering	Bangladesh University	CGPA:3.66 out of 4	2016	2013-2016 (4 Years)	3rd Position In The Batch
Diploma in Engineering	Refrigeration and Air-condition Technology	Thakurgaon Ploytechnic Institute,Thakurgaon,Bangladesh	CGPA:3.42 out of 4	2011	2007-2011 (4th years)	2nd Position In The Batch
SSC (Vocational)	Electrical Maintenance Works	Pirganj Pilot High school,Pirganj,Thakurgaon	CGPA:4.14 out of 5	2007	2005-2007	1st Position In The Batch

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Training Course on Fire Fighting System (FFS)	ABOUT THE FIRE PREVENTION PLAN AND EMERGENCY EVACUATION PROCEDURES of their work place, understand the threat and power of fire, and learn what to do in case of fire. This includes being familiar with basic fire protection systems including the basics of fire extinguishers and how to use them.	icddr.b	Bangladesh	icddr.b Teknaf Hospital	2021	1 Days
Infection Prevention and Control (IPC) Training with WHO	Be prepared and ready to respond to an outbreak, in particular, the one due to COVID-19. Limit human to human transmission by way of implementing WHO recommended IPC interventions. Identify, isolate and report suspect and confirmed cases.	icddr.b	Bangladesh	icddr.b Teknaf Hospital	2020	3 Days

icddr,b Code of Conduct Prevention of Sexual Harassment	1. GENERAL PROVISIONS AND GUIDING PRINCIPLES, 2. BASIC OBLIGATIONS, 3. SAFEGUARDING, 4 SPEAKING UP, 5. INTERNAL RELATIONS, 6. EXTERNAL RELATIONS, 7. CONFLICTS OF INTEREST, 8.1 Data Protection,	icddr.b	Bangladesh	icddr.b Teknaf Hospital	2020	1 Days
SAP ERP Use Basic Training	SAP ERP, User Managements, T-Code Controls, User Create and Update Delete and Password Unlock, Mail and Report Problem Solve, Crystal Reports Problems Solved Etc.	Price water house Coopers Private Limited, india	Bangladesh	Butterfly Marketing Ltd.	2017	15 Day
Industrial Training	Electrical / CentralMechanical /Automobile/Power/Refrigeration & A/C from any recognized institution.	CONFEDENCE TRAD LTD	Bangladesh	09-05 Navana Tower, 45 Gulshan Avenue, Dhaka	2010	3 Month

Professional Qualification:

Certification	Institute	Location	From	To
Project Management Professional (PMP)	ICT Division, Bangladesh	ICT Bhaban, Dhaka, Bangladesh	July 1, 2022	January 31, 2023
Google Cloud Fundamentals: Core Infrastructure	Google Cloud | Coursera	Online Coursera	February 1, 2022	February 8, 2022
Certified The Fundamentals of Digital Marketing (Online Course)	The Open University	Online (Google Digital Garage)	February 1, 2020	February 18, 2020
Oracle 11g: Forms Developer: 100 hr.	IBCS-PRIMAX Under Bangladesh Hi-Tech Park Authority	IBCS-PRIMAX Software (BD) ltd. Dhaka, Bangladesh	January 1, 2019	April 12, 2019
TRAINING FOR MOBILE GAME ANIMATOR	Spin off Studio & ICT Division with BCC	Mysoftheaven BD Ltd, Mohammadpur, Dhaka	July 15, 2018	December 10, 2018
Server Administration & Cloud Management (Under ICT Division)	BASIS Institute of Technology & Management (BITM)	BASIS, BDBL Bhaban, 12, Kawran Bazar, Dhaka-1215	November 15, 2017	February 16, 2018
C#.Net (Under Hi-Tech Park Scholarship Short Course, Bangladesh Govt.)	Daffodil Institute of IT	Kalabagan, Dhanmondi, Dhaka.	November 1, 2014	April 30, 2015
Oracle dba 10g	Right Click Information Technology	Mohammadpur, Dhaka	August 1, 2014	March 30, 2015
Hardware And Networking: National Skill Basic (360 Hrs) 06-months (Under BTEB)	Thakurgaon Polytechnic Institute, Thakurgaon	Thakurgaon	January 1, 2012	June 30, 2012
Driving Cum Auto Mechanics: National Skill Basic Curse	Thakurgaon Polytechnic Institute, Thakurgaon	Thakurgaon	January 1, 2010	June 30, 2010
Diploma In Computer Seince& ICT	Pacific Computer Education-ICT Under SIT-Fundation,Bogra	Pirganj,Thakurgaon	March 11, 2009	October 10, 2009

Career and Application Information:

Looking For	:	Top Level Job
Available For	:	Full Time
Present Salary	:	Tk. 80704
Expected Salary	:	Tk. 100000
Preferred Job Category	:	IT/Telecommunication,Customer Service/Call Centre,Design/Creative
Preferred District	:	Chattogram, Cox`s Bazar, Dhaka, Gazipur, Khulna, Kushtia, Mymensingh, Narayanganj, Rajshahi, Rangpur, Sirajganj, Tangail, Thakurgaon
Preferred Country	:	Australia, China, Germany, India, Indonesia, Iraq, Italy, Japan, Kuwait, Malaysia
Preferred Organization Types	:	Telecommunication,Computer Hardware/Network Companies,Govt./ Semi Govt./ Autonomous body,Multinational Companies,Public Relation Companies,Engineering Firms,Garments,Textile,Hotel,CNG,Group of Companies,Research Organization

Skill:

Fields of Skill	Description
• CCTV Maintaining • Computer Engineering • Hardware & Networking • ICT for Development • IT Support Service and Network engineering. • Logistics Management • SAP • Software Development • Telecommunication • Web Developer/ Web Designer	Web & Desktop Software Development ,SAP Basic, Oracle DBA Basic ,C#.net, IT Support , Software Analysis, /Electrical/Power Plant Operation, SAP User Controls, Mail Create and Configer, OS, Application and SAP Install and Configer,Hardware (Computer/Printer/UPS/Scanner) troubleshooting, computer assembling, Network develop, cabling, troubleshooting, router configuration Installing and troubleshooting, Windows Devices,Configure Email Software, User support having Windows, android, iOS devices, Visit of all Office and Factory locations of Butterfly Group and sister concerns, Visit all Depots for support, Perform of Data recovery, Maintenance of Biometric Access control, CCTV& Projector, Maintenance of Office Documents, Working with Adobe Photoshop and Illustrator, Installation and maintenance of Antivirus, Strong knowledge in Microsoft Office Packages ,Printer and Data sharing securely, ICT Procurement Process, Inventory Managements and Software and Web Development Solution and Testing. Web site Design, Develop, Hosting, Update and Etc.

Accomplishment:

Publication

1. Worked as PhD Technical Support for Sabuktagin Rahman (Griffith University)

   Issued On: 6/8/2022

   URL: http://hdl.handle.net/10072/415303

   Worked as PhD Technical Support Assistant for Sabuktagin Rahman (Griffith University). Acknowledged in the thesis for technical and field support: â€œEngr. Md. Jubayer Hossain (icddr,b)â€. Thesis: http://hdl.handle.net/10072/415303

Awards/Honors

1. Blood Collection Organizer Award(2018)
   Issued On: 1/5/2018
   URL: www.pirganjbasi.org
   Blood Collection Organizer Award(2018) Awarded by Pirganjbasi Kollan Somity (Govt. Reg. No: DHA 9465) in recognition of outstanding contribution to social welfare and dedicated support in organizing blood collection initiatives.

2. Top Performer in BRAC Lanning Division (BLD)
   Issued On: 7/1/2022
   URL: https://www.brac.net/

Extra Curricular Activities:

1. Organigation Member 'Institution of Diploma Engineers, Bangladesh'.
2. Organigation Member' Prothomalo Bondushova'.
3. Organization Member and IT Secretary ' PirganjBasi kollan Somity(Amra Pirganjbsai Dhakay Thaki'.
4. Organization Member'Bangladesh Udichi Shilpigosthi'.
5. Organization Member'Jagoron Band'.
6. Organization Member'Basis Student Forum '.
7. Organization Member'Bangladesh Computer Council Student Forum'.
8. Organization Member'One More Zero Communication and Event Management '.
9. Organization Member'Urban Lab at Bangladesh University Research Center '.
10. Organization Member' Smile Foundation'.
11. Organization Member and IT Coordinator 'Urvashi Forum' Film Production House for Educational .

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	Medium
Hendi	Medium	Low	Medium

Personal Details :

Father's Name	:	Late. Obaidulla
Mother's Name	:	Mst. Morzina Begume
Date of Birth	:	20 Jan 1990
Gender	:	Male
Height (inchi)	:	69"
Weight (Kg)	:	67
Marital Status	:	Married

Nationality	:	Bangladeshi
Religion	:	Islam
Permanent Address	:	Village: Guagaon, (Near Goagaon-Dinajpur Bus-Terminla), Pirganj, Pirganj, Thakurgaon 5110
Current Location	:	Dhaka
Blood Group	:	O+

Reference (s):

		Reference: 01	Reference: 02
Name	:	Md. Ali Akbar	Col. Sohel Rana (Retd)
Organization	:	Robi Axiata Limited	BNAGLADESH ARMY
Designation	:	Manger (IT), SAP & ABAP.	Colonel (ARMY Aviation Group)
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Relation	:	Professional	Relative



Md. Jubayer Hossain
Date: 24-11-2025