



UNITED STATES MISSION, MALDIVES

IT and Mailroom Support Clerk (Female/Male)

The U.S. Embassy in Maldives is seeking eligible and qualified applicants for the position of IT and Mailroom Support Clerk.

The incumbent is responsible for providing technical support for IT systems and managing mailroom operations. This includes troubleshooting hardware and software issues, maintaining IT equipment, and ensuring efficient mail distribution and processing. Also supports all mailroom functions and serves as the primary local liaison with airport authorities and mail handling contractors. Sorts and processes incoming diplomatic pouches. Drives mission personnel safely and efficiently.

The work schedule for this position is: Full Time - 40 hours per week.

The monthly gross salary for this position will be MVR. 14,895.25 – MVR. 22,342.83

Qualifications Required:

- 1. Education** - Completion of Secondary School Certificate is required (Completion of Secondary School Certificate (SSC) and G.C.E. O/Level) (*Candidate must attach copies of relevant educational certificates*).
- 2. Prior Work Experience** - A minimum of 2 years of professional experience in IT support, including troubleshooting/technical assistance, and/or in mailroom operations, with responsibilities such as sorting, distributing, and managing mail and packages (*Candidate must attach copies of relevant service/work experience certificates*).
- 3. Language Proficiency** -
 - English – Must be fluent in speaking, reading, and writing and be able to translate (*This may be tested*).
 - Dhivehi – Must be fluent in speaking, reading, and writing and be able to translate.
- 4. Job Knowledge** -
 - A detailed understanding of IT security best practices, smartphone hardware and maintenance, networking, and hardware/software troubleshooting.
 - Good understanding of service desk management and escalation principles, emphasizing strong customer support and troubleshooting techniques.
- 5. Skills & Abilities** -
 - Proficiency in troubleshooting and resolving IT issues.
 - Knowledge of computer and smartphone hardware, software, and network systems.
 - Strong organizational and multitasking skills.
 - Excellent communication and customer service skills.
 - Ability to handle sensitive information with discretion.
 - Must be able to lift 70 pounds.
 - Must hold a valid, current license for driving two- and four-wheel vehicles in the Maldives (*candidate must attach a copy of valid driver's license*).

How to Apply:

Please visit our website <https://mv.usembassy.gov/jobs/> to submit your applications through Electronic Recruitment Application system [ERA]. Before you continue with the application process, please carefully read the instructions available on our website.

Required Documents:

To apply for this position applicants **must electronically submit copies of the documents listed below** along with the electronic application, to be considered for employment. Failure to do so may result in a determination that the applicant is not eligible and qualified.

- Relevant Educational Certificates (SSC Certificate and G.C.E. O/L Certificate)
- Relevant Service/Work Experience Certificates
- Proof of Citizenship (National Identity Card/Passport and/or Work Permit)
- A copy of the relevant driver's license (Both Sides)

PAPER OR E-MAILED APPLICATIONS ARE NOT ACCEPTED

Your application should reach us **on or before October 15, 2026.**

Please note, only shortlisted candidates will be contacted.