

## TERMS OF REFERENCE

<b>Position Title:</b>	<b>ICT Technical Specialist</b>
<b>Accountable to:</b>	Project Manager
<b>Type of Appointment</b>	Individual Consultant
<b>Reference No</b>	SO-MOPT-12465-CS-INDV
<b>Duration</b>	1 year
<b>Duty Station</b>	Mogadishu

### 1.0 Context:

The ICT Sector Unit of the World Bank Group is working with the Ministry of Posts and Telecommunications (MPT) and the Ministry of Finance of the Federal Government of Somalia to provide a program of ICT Sector Support, 2014-2019. The Federal Government of Somalia is the Recipient of the ICT Sector Support in Somalia program endorsed by the Somalia Development and Reconstruction Facility (SDRF) and funded under the Somalia Multi-Partner Fund (MPF) administered by the World Bank.

Under the second phase of the program, the Federal Government of Somalia in conjunction with the Ministry of Finance and The Ministry of Posts and Telecommunication is seeking to employ an individual consultant for the post of **ICT Technical Specialist** for the Project Implementation Unit (PIU). The Consultant will be under the supervision of the Deputy Project Manager.

### Background

The project development objective is *“to contribute towards the process of developing a regulatory framework for the telecommunications sector and building an ICT infrastructure in Somalia”*. The second phase of the project has three components:

1. Enabling Environment, focusing on supporting the regulatory and governance framework for the sector, following the anticipated passage of the new Communications Law. This will provide for ongoing support to the Ministry and new regulator and will facilitate a new activity on support for the implementation of an effective mobile-money framework.
2. Efficiency and equity in access to connectivity, which will support:
  2. 1. The establishment of a framework for SIM card registration;
  2. 2. The establishment of communications rooms in key ministries across different economic zones, including Puntland;
  2. 3. Supporting the Somali Research and Education Network (SomaliREN), including through provision of advance purchase of internet bandwidth and capacity-building
3. Support and Capacity-Building for the Project Implementation Unit within the MPT, and a Project Coordination Unit for local implementation in Puntland.

### 2.0 Overall Objective:

The ICT Technical Specialist will be in charge of all technical aspects involved in the development, implementation, management, and support of ICT systems and networks. He will plan and carry out exciting and complex ICT projects and assignments as well as developing new methods and approaches across a wide variety of ICT functionalities.

He/she will be involved in the evaluation and implementation of new and enhanced approaches to delivering ICT services, testing and optimising various system functions, networks, data; and defining technical requirements in the project.  
The consultant shall report to the Project Manager.

### **3.0 Tasks:**

The consultant will carry out the following tasks:

#### ***a) Tasks related to Somalia ICT Sector Support Project:***

- i. Provide high level assistance to the Ministry of Posts and Telecommunication and PIU to ensure ICT systems that support the ICT Sector Infrastructure are effectively implemented, managed, administered and supported.
- ii. Provide expert assistance with the development, implementation and maintenance of ICT systems and standards.
- iii. Keep up to date with developments in ICT technologies, provide technical recommendations for the required system, hardware and software in accordance with the relevant policies and international standards.
- iv. Undertake significant projects requiring the use of analytical skills and preparation of written reports with recommendations for presentation.
- v. Negotiate on matters of significance within the project, with external service providers.
- vi. Exercise responsibility for the provision of professional, timely and effective desktop and ICT support services, including expert technical advice on matters relating to the storage, server and desktop environments, networking, remote access, and distribution of software.
- vii. Exercise responsibility for the coordination of projects and programs of work associated with the effective development, delivery and maintenance of ICT services within the project.
- viii. Coordinate the identification and resolution of ICT troubleshooting activities to ensure appropriate technical support exists for the continuation of essential services in a timely, efficient and effective manner.
- ix. Apply expert technical knowledge and expertise to contribute to the formulation of ICT policies and procedures in accordance with established policies and procedures, and legislative requirements.
- x. Contribute to the achievement of overarching project development objective, goal and priorities, through the application of ICT knowledge, expertise and experience.
- xi. Provide specialized technical advice and assistance in implementing ICT strategies, products, migrations and enhancements within the project.
- xii. Provide specialist assistance with the preparation of ICT Infrastructure Capacity planning and development of terms of reference and specifications
- xiii. Prepare detailed technical documentation, relevant user-documentation and operational procedures.
- xiv. Maintain system configuration documentation for all servers and network devices.
- xv. Maintain record of all documents, contracts and monitor their progress so as to report to the regular progress review meetings.
- xvi. Carry out other related tasks as requested by the Project Manager.

#### ***II) In addition to the above listed tasks, the ICT Technical Specialist shall build the capacity;***

- i. Provide the Ministry of Posts and Telecommunication and PIU personnel with training, backstopping and support in areas such as networking and software use.

- ii. Perform trouble-shooting support to all users in the Ministry of Posts and Telecommunication, PIU and at line Ministries.
- iii. Provide basic training/orientation for new users as appropriate on the effective usage of communication rooms.
- iv. Carry out any other task assigned by the Project Manager and as may be required by the Ministry of Posts and Telecommunication.

#### **4.0 Duration of the Assignment:**

The offer is initially for 100 days of work over the course of one year, subject to review after the first year, with possibility of extension dependent on performance. The duty station is Mogadishu, Somalia, but some travel to the different economic zones of Somalia, to Nairobi and other regions will be expected.

#### **5.0 Reporting:**

The ICT Technical Specialist will report to the Project Coordinator/ICT Project. He/ She will work closely with Technical Staff from implementing agencies, the line ministries and other officers responsible for project activities.

#### **6.0 Facilities to be provided by the Client:**

The Ministry of Posts and Telecommunication will provide the Consultant with office facilities which will be located at the Ministry Head Quarters, internet connectivity, essential utilities, office services, stationery and office supplies and use of a computer, printer, scanner and photocopying etc. In addition, the ICT Project will make available to the consultant copies of all the documents the he/she may need to discharge his/her functions; and will assist the Consultant in liaising with all agencies of government and the private sector under the project and with other agencies of government on matters related to the project. The project will provide transport to the consultant for official duties.

#### **7.0 Qualifications, Experience and knowledge:**

##### **a) Minimum Qualifications:**

- Bachelor's degree (or equivalent) in ICT related field.
- Master's Degree (or equivalent) in ICT related field;

##### **b) Experience:**

- At least seven (7) years of relevant experience in educational projects and/or education management fields if incumbent has a bachelor's degree in Education Management or related field; or 3 years of relevant experience if the incumbent has a master's degree in the aforementioned subjects;
- Experience in projects funded by international donors would be an asset.
- Experience working in a Fragile State environment is desirable.
- Demonstrated experience in undertaking complex ICT projects and/or activities that impact on organisational objectives.
- Demonstrated experience in identifying technical issues, thinking laterally and applying analytical skills to develop appropriate options for resolution.
- Significant experience in the provision of specialist technical advice, support and assistance within an information technology environment.
- Significant knowledge of ICT-related government legislation, policies, procedures and systems.
- Proven ability to work under pressure, meet deadlines and prioritise workloads.

c) **Knowledge:**

- Extensive knowledge of the education system in Somalia;
- S/he must have good understanding of Telecommunication/ Broadband and ICT and demonstrate capacity to work with public and private sector.
- Experience in the establishment, review and continuous improvement of ICT policies and processes.

d) **Competencies:**

- Resourceful/multi-tasker
- Effective verbal and listening skills
- Great organisational skills
- Team player
- Excellent communication, interpersonal and telephone skills
- High degree of maturity and confidentiality.
- Tacit and diplomacy
- Good judgement and perception

e) **Language Requirement:**

- Fluency in English is must.