**TERMS OF REFERENCE**

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| **Position Title**: | **Project Implementation Support Staff- IT Officer** |
| **Accountable to**: | Project Manager |
| **Type of Appointment** | Employment Contract |
| **Reference No** | **GFRS/ICT/ 2018-19/C23** |
| **Duration** | 1 year |
| **Duty Station** | Mogadishu |

1. **Context:**

The ICT Sector Unit of the World Bank Group is working with the Ministry of Posts and Telecommunications (MPTT) and the Ministry of Finance of the Federal Government of Somalia to provide a program of ICT Sector Support, 2014-2018. 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 for the post of **IT Officer** for the Project Implementation Unit (PIU). The IT Officer will be under the supervision of the 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:
3. The establishment of a framework for SIM card registration;
4. The establishment of communications rooms in key ministries across different economic zones, including Puntland;
5. Supporting the Somali Research and Education Network (SomaliREN), including through provision of advance purchase of internet bandwidth and capacity-building
6. Support and Capacity-Building for the Project Implementation Unit within the MPTT, and a Project Coordination Unit for local implementation in Puntland.
7. **Overall Objective:**

The Employee serves as the IT Officer of ICT Sector Support Project Somalia with the responsibility for planning and executing all necessary IT functions.

The IT Officer reports to the Project Manager.

1. **Tasks:**

The IT Officer will carry out the following tasks:

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| * Install and maintain ICT hardware equipment and software application. Support technical operation of office-wide computer applications. Provide hardware/software technical support and assistance to all end users. Identify problems and perform maintenance desktops, printers, scanners, external portable disks, flash drives, power supplies and other computer equipment. |
| * Troubleshooting hardware or software problems experienced on the network, firewall, and router communications, fax and telephone voice systems. Maintain system log files or logbooks. |
| * Maintain and monitor Internet link equipment in the office to ensure connectivity. |
| * Update and conduct tests of business continuity or disaster recovery procedures in case of fail-over or recovery scenarios of critical IT and telecommunications systems. |
| * Create systems documentation including system admin and user procedures. Maintain inventory of all hardware/network/telecom equipment and software. Administer IT archives, software disks, manuals, documentation, back-up discs and IT consumable supplies within the Office. |
| * Assist with the preparation of ICT Infrastructure Capacity planning and development of terms of reference and specifications |
| * Provide technical support, training and skills development to the project staff. |
| * Carry out other related tasks as requested by the supervisor |
| * Install and maintain ICT hardware equipment and software application. Support technical operation of office-wide computer applications. Provide hardware/software technical support and assistance to all end users. Identify problems and perform maintenance desktops, printers, scanners, external portable disks, flash drives, power supplies and other computer equipment. |
| * Troubleshooting hardware or software problems experienced on the network, firewall, and router communications, fax and telephone voice systems. Maintain system log files or logbooks. |
| * Maintain and monitor Internet link equipment in the office to ensure connectivity. |
| * Any other duties assigned by the supervisor |

1. **Duration of the Assignment:**

The offer is 1 year contract, subject to review after the first year, with possibility of extension dependent on performance and funds. The duty station is Mogadishu, Somalia, but some travel to the different economic zones of Somalia will be expected.

1. **Reporting:**

The IT Officer will report to the Project Manager. He/ She will work closely with PIU Consultants.

1. **Facilities to be provided by the Client:**

The Ministry of Posts and Telecommunication will provide the IT Officer with office facilities which will be located at the Project Office, internet connectivity, essential utilities, office services, stationery and office supplies and use of a computer, printer, scanner and photocopying etc.

1. **Qualifications, Experience and knowledge:**

* Bachelor degree in IT, Computer Science or Business Information Technology.
* Good knowledge IT.
* Advance MS excel skills (creating spreadsheets and using financial functions.)
* Familiarity with accounting software (e.g. QuickBooks.)
* Organizational and time management skills.
* Three years’ work experience as IT Officer, IT assistant or similar role.
* Attention to detail with an ability to spot errors.