**TERMS OF REFERENCE AND SCOPE OF SERVICES**

**Social Services Improvement Project (SSIP)**

**Information Technology Officer**

**I. OVERVIEW**

The Government of the Republic of Macedonia has received Loan from the International Bank for Reconstruction and Development, for implementing the Macedonia Social Services Improvement Project (SSIP).

The SSIP development objective is to expand access to and improve the quality of social services, including preschool services, for vulnerable groups.

The [Social Services Improvement Project](http://projects.worldbank.org/P162246?lang=en) will help address the challenges that are particularly associated with social exclusion of vulnerable groups and the low quality and fragmentation of Early Childhood Education and Care (ECEC) and social services.

By supporting strengthening the overall social protection delivery system for improved service provision and access to services by existing social assistance recipients and by vulnerable groups and by support of quality early learning for preschool children and their families and strengthen the transition into primary education with focus on inclusive education and learning, the project will contribute to the GoM’s ultimate objectives of alleviating poverty and enhancing human capital by supporting the strengthening of the effectiveness and efficiency of the GoM’s social safety net and thereby reducing the inter-generational transmission of poverty over the long run.

**II. OBJECTIVE OF THE ASSIGNMENT**

The Information Technology Officer (IT) is responsible for installing and maintainingcomputer hardware, software and networks of the MLSP and the institutions under the umbrella of the MLSP

## III. SPECIFIC TASKS

The consultant –IT Officer will provide full time services and shall work with MLSP IT staff on everyday IT related activitiesas follows

1. Develop and implement policies and procedures for electronic data processing and computer systems operations and development;
2. Make recommendations about purchase of technology resources;
3. Prepare technical specifications for procurement of IT equipment, telecommunications software, network and information system;
4. Troubleshoot hardware, software, network and security operating system;
5. Optimisation of Windows Server, Microsoft SQL Server, IIS
6. Configuration and maintenance of Network Security Appliances (Central and Local offices)
7. Monitor and maintain technology to ensure maximum access;
8. Maintain log and/or list of required repairs and maintenance;
9. Provide network access to all staff where applicable;
10. Ensures software, hardware and network installs, re-installs, upgrades, moves, changes and relocations are made when necessary and as required;
11. Advice staff of security breach and/or change in password or security status ensures installation of lock out program;
12. Conduct and optimise data exchange with various institutions;
13. Participate in the development and in the testing of an integrated social welfare information system covering both social assistance benefits and services;
14. Define technical needs and requirements for operating servers, updates for ensuring overall operational functioning of the MLSP software;
15. Identify IT opportunities and recommend solutions that will enhance or improve current business processes;
16. Define technical needs and requirements for software packages, updates for ensuring overall operational functioning of the Information systems;
17. Escalate and route complex or unsolved problems to respected IT support companies;
18. Ensuring data exchange with other institutions;
19. Assist on projects or special initiatives as assigned;
20. Other IT related activities.
21. **REPORTING OBLIGATIONS**

The consultant shall regularly debrief the Project Director and the Project Manager on the progress in respect to the contract obligations performed.

1. **EXPERIENCE AND QUALIFICATIONS OF CONSULTANT**

The consultant should have the following experience and qualifications:

* Bachelors degree in Computer Science or Informatics;
* Experience in hardware and network management;
* Experience in MS-Windows and Linux;
* Кnowledge and experience in firewall security systems configurations;
* Knowledge and experience in administration of Windows Server and his Roles and features
* Experience in administration of server backup solutions;
* Experience in administration of mail servers, active directory and domain security;
* Knowledge in understanding software packages and in purchasing;
* Knowledge in Cyberoam, Sophos, FortiNet, Cisco products will be considered as advantage;
* Knowledge of English.

1. **DATA, LOCAL SERVICES, PERSONNEL AND FACILITIES TO BE PROVIDED BY THE CLIENT**

The Consultant will be provided with suitable office space, appropriate equipment such as PC and printer.

Selection method and contract: The selection method is Individual Consultant Selection and the contract shall be Time based according to the World Bank Procurement Regulations for Investment Project Financing (IPF) Borrowers – Procurement in IPF of Goods, Works, Non‐Consulting and Consulting Services, (Regulations) issued in July 2016, revised November 2017., [www.worldbank.org](http://www.worldbank.org).

1. **DURATION OF ASSIGNMENT**

The Consultant will work under a time-based contract. The assignment will be full time, working 8 hours a day on the regular business days in Macedonia. The contract for this assignment will be until February 2020. A downstream work might be needed, subject to Client's business needs under the project and subject to consultant's satisfactory performance.