

REQUEST FOR EXPRESSIONS OF INTEREST

“Recruitment of Local IT Officer at the Nigeria Country Office (RDNG)”

AFRICAN DEVELOPMENT BANK
Avenue Joseph Anoma, 01 B.P. 1387, Abidjan, CÔTE D'IVOIRE
Corporate IT Services Department (CHIS)
E-mail: IT_Recruitment@AFDB.ORG

1. The African Development Bank hereby invites Individual Consultants to indicate their interest in the following Assignment: *Senior SharePoint Developer*.
2. The main objectives of this consulting assignment are:
 - Provide technical support services pertaining to Information and Telecommunications technologies including Office Automation, Business Applications, Internet, E-mail, Audio and video conferencing.
 - Repair and maintain office equipment.
 - Assist in system configurations and provide support to users of Information Technology (IT) tools at the Nigeria Country Department (RDNG).

The Consultants duties will include, but not limited to, the following:

- Operate and maintain the VSAT system and provide related support services.
- Provide technical assistance in carrying out installation, maintenance, and support of the wired and Wireless Local Area Network (WLAN) voice, data and videoconferencing system.
- Provide assistance and resolve problems with regard to hardware and software at the Nigeria Country Department (RDNG).
- Ensure the adjustment, repair or replacement of defective equipment through own intervention or by returning it to suppliers for service or repair.
- Use and maintain electrical and mechanical equipment such as the VSAT and the Uninterrupted Power Supply (UPS).
- Use test equipment, including basic computer monitoring tools.
- Work closely with the local IT officer and consultants in RDNG office as well as with TCIS staff at Headquarters in order to conduct investigations and tests to circumscribe and correct problems.
- As a true team player, develop, enhance, and put in place means aimed at enhancing the smooth functioning and the effectiveness of products, as well as the quality of services provided to both internal and external clients.
- Ensure that all clients calls are logged, resolved with minimum possible time and record reasons for the outages and action taken.
- Compile statistics on users' calls pertaining to voice, fax, data and videoconference facilities through the VSAT connection.

- Facilitate local Help Desk function; provide support to users of telecommunications and IT tools.
- Support the implementation of Bank corporate applications.

3. Required skills and qualifications:

Eligible candidates must have the following skills and qualifications:

- **Be a national of a Member Country of the Bank and resides in Nigeria.**
 - At least a master/engineering degree in Computer Science, Information Systems, or equivalent degree in Engineering or closely related disciplines
 - At least 05 years' experience in similar assignment.
 - Proficiency in networking and communication technologies: TCP/IP networks, WAN protocols, wiring and cabling, and network management solutions.
 - Knowledge and experience of VSAT VoIP and voice gateway technologies
 - Skilled in Skype for Business solutions and Polycom technologies
 - Knowledge and experience of large IT infrastructure components (server, storage, data center and campus network.
 - Knowledge or familiarity/exposure with/to Windows, Unix, and Linux environments
 - Experience and/or knowledge with QoS implementation, VoIP, WAN switching and routing, load-balancing and application-delivery solutions.
 - Ability to communicate in English and/or French or good working knowledge for other language.
 - Familiarity with network and IT service monitoring tools such as PRTG, NAGIOS, CACTI, Cisco Prime and so on.
 - Knowledge corporate applications such as different SAP modules, SRAS, Office365, MS Teams, OneDrive, SharePoint
4. The eligibility criteria, the establishment of a short list and the selection procedures shall be in conformity with the Bank's procedures for the acquisition of consulting services funded by the administrative or capital expenditure. Please, note that interest expressed by a consultant does not imply any obligation on the part of the Bank to include him/her in the shortlist.
 5. The duration of services is **twelve (12) months** renewable subject to satisfactory work, and the estimated starting date is **10 April 2023**.
 6. Interested Individual Consultants may obtain further information at the address below during the Bank's working hours: from 08:00 to 17:00 hours, Abidjan Local Time.
 7. Expressions of interest must be received by email at the address below no later than **Friday, 17 March 2023 at 17:00 hours, Abidjan local time** and specifically mentioning "**Expression of Interest - Local IT Officer at the Bank's Nigeria Country Office**".

For the attention of: **IT Recruitment Team**

African Development Bank
Corporate IT Services Department (TCIS)
Avenue Joseph Anoma, 01 B.P. 1387,
Abidjan, CÔTE d'IVOIRE
Email : IT_Recruitment@AFDB.ORG

8. ESTABLISHMENT OF THE SHORT LIST

A shortlist of three to six individual consultants will be established at the end the request of expressions of interest. The consultants on the shortlist will be judged on the following criteria on the basis of their updated resume.

Level of education in general	20%
Educational level compared to the field of mission	20%
Years of experience in general	20%
Number of years of experience relevant to the mission	40%