

REQUEST FOR EXPRESSIONS OF INTEREST

“Local Information Technology Officer at the Bank’s Country Office in Mozambique”

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

1. The African Development Bank hereby invites Individual Consultants to indicate their interest in the following Assignment: *Local Information Technology Officer at the Bank’s Country Office in Mozambique.*

2. **OBJECTIVE**

The main objectives of this consulting assignment are to:

- 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.

3. **SCOPE OF THE SERVICES**

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

- **User Support** – Provide technical assistance and resolve incidences related to ICT hardware and software using existing service management process.
- **Installation & Configuring** - Installation and configuration of both ICT software and hardware.
- **Application Support** - Support the deployment and adoption of the Bank applications such as MS Office, SAP, collaboration tools, business applications, software, etc. through participation in project management meetings, User Acceptance Testing, Training and Change Management.
- **Network & telecommunications Infrastructure Support** – manage, configure and monitor the Banks data, voice and video communication infrastructure. Facilitate video conferencing sessions for staff using Zoom, MS Teams, Webex etc.
- **End-user Training** – Provide training on all Bank applications and hardware.
- **Record keeping** - keep detailed records of IT assets, network configurations, hardware specifications and incident resolution. Compile statistics on users’ calls pertaining to voice, data and videoconference facilities.
- **Team Player** - Responsibility for creating/ maintaining or contributing to a healthy and adequate work environment, participating in IT projects, and communicating clearly in oral and in writing.

- **Reporting** – Provide reports on projects, activities, issues, incidents, meetings, and others.
- Perform any other duties reasonably requested by the Supervisor.

4. DELIVERABLES

The following is the list of expected deliverables during the assignment:

- IT and Telecommunications services provision which meet the needs of the business.
- Local office operations which meet a very high standard and ensuring 100% availability, reliability, and maintainability.
- Highly available IT solutions which meet the local office requirements
- Responses and resolutions of incidents and requests within the defined service level agreements.
- Reduced negative business impact by timely and proactively escalating problems for further investigation and resolution.
- A continuously improving suite of IT services in the local office.
- Monthly report on accomplishment of assignment

5. PROFILE OF THE CONSULTANT

- Be a national of a Member Country of the Bank and permanently residing in Mozambique.
- 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 Microsoft Teams, Zoom and other Audio/Video Conference systems
- 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 with 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, Office365, MS Teams, OneDrive, SharePoint

- A good understanding of Cloud systems and Collaboration services
 - Good knowledge and experience of data collection and geo-mapping tools such as Kobotoolbox in particular, as well as reporting and dashboard tools such as PowerBi will be an added value.
6. The **Corporate Information Technology Services Department (TCIS)** invites Individual Consultants to indicate their interest in providing the above-described services. Interested Consultants shall provide information on their qualifications and experience demonstrating their ability to undertake this Assignment (**CV using the template as Annex 1, documents, reference to similar services, experience in similar assignments, etc.**).
 7. 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.
 8. The assignment period is expected for **twelve (12) months**. The renewal will be subject to the consultant’s performance and the availability of the budget.
 9. The commencement date is expected for **01 August 2023**.
 10. The work will be carried out at the Bank’s **Mozambique Office**.
 11. 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.
 12. Expressions of interest must be received by email at the address below no later than **Friday 23 June 2023 at 17:00 hours, Abidjan local time** and specifically mentioning “**Expression of Interest – Local IT Officer at the Bank’s Office in Mozambique**”.

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

13. 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%

Annex 1 – Template of CV

Title of the Assignment:

Department:

Surname:

First Name:

Birth Date:

Nationality:

Address:

Country:

Telephone:

E-mail:

Are any of your family members (spouse/partner, father/mother, Brother/sister, Son/daughter, etc.° employed in the African Development Bank?			<input type="checkbox"/> Yes <input type="checkbox"/> No If « Yes », the following data must be provided
Name	Relationship	Organisation Unit	Place of Assignment

Language Level	Read	Written	Spoken
English	Fair Good Excellent	Fair Good Excellent	Fair Good Excellent
French	Fair Good Excellent	Fair Good Excellent	Fair Good Excellent
Other (specify)	Fair Good Excellent	Fair Good Excellent	Fair Good Excellent

Key Qualifications:

Please provide (i) a summary of your experience and training highlighting the most relevant for the proposed assignment, and (ii) the responsibilities which you exercised.

Utilise one half-page maximum.

Education (University Level and above only):

Name of University - City - Country	Period From To	Diploma Obtained	Main Topic / Major

Professional Training:

Name of Training Institution- City - Country	Type of Training	Period From To	Certificates or Diploma Obtained

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Employment Record:

Begin with your most recent employment. For each job since your Master Degree achievement, please indicate:

- Name of the Employer
- Type of Activity/Business of the Employer
- Title / Function
- Place of Employment
- Brief Description (three lines maximum) of main accomplishments and responsibilities

Reference:

Please indicate the name and address of three persons with no family relationship with yourself, familiar with your character and titles.

I hereby certify that the responses which I provided above are all, to the best of my knowledge, true, complete, and accurate. I acknowledge that an inaccurate statement or essential omission in a personal declaration or another document required by the African Development Bank might result in the rejection of my application, termination of my Contract or any other administrative sanction by the Bank. The African Development Bank may verify any statements which I made in this application.

Date: _____

Signature: