Terms of Reference for ICT systems Administrator consultant.
Consultancy Title:
ICT System Administrator Consultant
Job Description:
A systems administrator makes sure that the entire IT setup across all offices in the organization are functioning properly. This includes laptops, servers, network, firewalls, printers, IT desk equipment and all software such as Windows, Office 365 or earlier versions and business applications.

#### Job Duties:

**User support**

* Perform first and second-level troubleshooting and resolution of any Office IT related issues reported by the user.
* Perform new user introduction of SNV systems, software, hardware and IT processes where applicable and refresher training for existing users when necessary
* Troubleshoot problems reported by users using the (OTRS) Ticketing system.
* Provide training/ Guide/ update to help improve user’s skill
* Escalates to GSU ICT if the issue cannot be fixed in a timely fashion

**System management**

* Responsible for deployment, management, maintenance & documentation and connectivity.
* Install, troubleshoot and maintain IT-specified hardware in Hanoi and other office in Vietnam
* Perform end user computer operating system upgrades as per instructions from GSU ICT (SUBI)
* Maintain technical document update relating to technical knowledge and skills that involve architecture, network design, troubleshooting, etc in network cabling
* Backup data daily and purge them if necessary (Data backup management).
* Keeping track of inventory of hardware and software (licensing) and maintenance records
* Ensures all procured laptops and PCs include a valid Microsoft Windows Pro license. Refer to GSU ICT for the latest requirements on Windows licensing for user laptops and PCs.
* Make sure that that system hardware; software, operating systems and procedures conform to organization norms, values and standards.
* Perform regular security checking to detect infections and clean them.
* Design disaster recovery methods during emergencies.
* Liaise with GSU ICT regarding systemic issues and general questions/improvements
* Advise Management Team on public and private infrastructure matters in the office.
* Monitor and maintain internet connection performance.

**Networking**

* Administer existing office networks.
* Oversee LAN, WAN, Internet connectivity issues.
* Diagnose communication network problems.
* Maintain network documents.
* Provide system and network security when using local Internet connectivity (Fortinet products)

**General**

* Taking part in procurement process, by giving advice on technical and financial aspects, for IT equipment and IT related office and project activities (e.g. selection of website designer, selection of internet service provider or similar)
* Providing input into IT strategy and annual IT budget
* Input into ICT related one-off projects (small databases etc)
* Input into IT acceptable use policy development

#### Requirement Knowledge and skills:

* Knowledge of TCP/IP networking sufficient to design, implement and troubleshoot small-medium networks (up to ca. 100 devices)
* Demonstrated working knowledge of Microsoft Windows 10, Office 365, Microsoft Windows Server 2019 and networking technologies, such as VPN, firewalls, internet load balancing and various LAN technologies.
* Experience with FortiGate firewall, NAS, iCloud storage, SharePoint Library are desirable.
* Demonstrated interpersonal and the ability to work with all levels of staff within the organization
* Strong customer-service work ethic. Ability to explain technical concepts and procedures to non-users.
* Excellent verbal and written English communication skills.
* Must have strong analytical problem solving skills.
* Must anticipate problems and avoid them by proper maintenance.
* Should be capable of working long hours whenever there is a problem with the systems or the network.

#### Educational Qualifications and Experience:

* A five years degree in computer science, information science, management of information systems or computer engineering is essential.
* Certification from Microsoft, Cisco or Linux in system administration is valued along with degree qualifications.

***Approach***

This assignment will be on retainer basis. The recommended consultant will be coming in 3 days a week and the rest of the days will be on call and supporting remotely.

***Evaluation criteria***

**Administrative criteria. Based on pass of fail basis**

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| Valid registration documents in UgandaValid trading licenceMemorandum/articles of association/ companies act/ partnership deed.Tax clearance certificate from URA in SNV NamesCV’s of proposed staff |

**Technical evaluation criteria. Assessed out of score of 80**

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| Proof of relevant educational back ground |
| Proof of handling similar assignments by evidence of at least 3 ongoing similar contracts |
| Client references complete with contacts |
| Demonstrated knowledge of key requirements |
| Clear Organogram with escalation matrix |
| CV of proposed staff to be assigned to SNV |
| Clear methodology of carrying out assignment |

**Financial proposal**

To be scored out of 20

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| Reasonable financial proposal. |

***Submission details***

Detailed proposals (Technical and financial) are to be submitted by 5th November 2021 clearly labelled ICT Consultant in subject line. Submission to be made in soft copy to ugandatenders@snv.org by 4pm on 5th November 2021.