



Republic of Liberia
Ministry of Commerce and Industry
Liberia Investment, Finance and Trade Project (LIFT-P)
2nd Floor, Insurance Plaza,
5th Street Sinkor, Monrovia Liberia

TERMS OF REFERENCE

POSITION TITLE: ICT ASSOCIATE.

REPORTING: Project Coordinator

DURATION: One (1) Year, Renewable based on performance and availability of funds

I. Background

The Government of Liberia, through the Ministry of Commerce and Industry (MoCI) is implementing the Liberia Investment, Finance and Trade Project (LIFT-P) with Project ID: P171997 with financing from the International Development Association (IDA) and the International Bank for Reconstruction and Development (IBRD) of the World Bank Group. The total project funding is 40 million Dollars in both loan and grant.

The World Bank is supporting the Liberia Investment, Finance and Trade Project under four (4) components, namely, Component 1: Trade & Investment-Enabling Environment, Component 2: SME Access to Markets and Finance, Component 3: Digital Financial Services Infrastructure and Component 4: PIU and Contingency Emergency Response Component (CERC). The Liberia Investment, Finance and Trade Project therefore invites the services of an individual consultant with proven experience in Information and Communication Technology (ICT) to express interest in providing consultancy services to support the LIFT PIU in the implementation of the LIFT Project.

II. Objectives of the Assignment

The objective of this assignment is to recruit an experience Information and Communication Technology (ICT) Associate who will provide ICT support to the LIFT PIU. The proposed staff is to ensure that ICT related activities as specified in the Terms of Reference are carried out in an expeditious manner.

III. Scope of services

Under the supervision of the Project Coordinator, the proposed staff will provide ICT support to the LIFT PIU, including but not limited to the following:

- Provide hardware configuration and support procedures for ICT equipment;
- Lead on the installation, configuration and testing of new hardware and software at the PIU;
- Coordinate with internet service provider on accurate usage and maintenance of internet service including licensing and to resolve technical issues;
- Configure network printers, badge printing, other office automation equipment, and provide user access;
- Implement and enforce ICT security policies and procedures;
- Management and maintenance of network profiles, user groups, printer queues, printer servers, and login scripts.
- Conduct regular backups and ensure data integrity;
- Assist in the planning and execution of ICT activities;
- Install, configure, and maintain computer systems and applications.
- Monitor and maintain the project's server and ensure its optimal performance;
- Keep abreast of technological advancements and recommend updates or improvements; and any other related function on a case-by-case basis.
- Provide basic ICT training to the staff.
- Perform other related duties as may be required.

IV. Duration of the Services

The proposed ICT Associate will be hired for a period of one year with possibility of renewal of contract based on satisfactory performance. The services will be provided on a full-time basis.

V. Qualification and Skills Requirements

The ICT Associate should have the following minimum educational and professional qualifications and experience, which will be used as the shortlisting criteria:

- a) Minimum of bachelor's degree and or its equivalent in information technology, Computer Science, or a related field.
- b) Minimum of 3-year experience in providing ICT support to both governmental and non-governmental entities
- c) Ability to quickly resolve systems/hardware/software problems.
- d) Proven experience in providing technical support in an ICT environment.
- e) Proficiency in troubleshooting hardware and software issues.
- f) Strong knowledge of networking concepts and protocols.
- g) Familiarity with server administration and maintenance.

- h) Ability to work independently and as part of a team.
- i) Excellent communication and interpersonal skills.

VI. Facilities to be provided by the MoCI

The ICT Associate shall work in the Project Implementation Unit of the LIFT Project, located on the 5th Street, Sinkor, Monrovia, Liberia. All working facilities necessary for the implementation of the LIFT-P in the capacity as earlier mentioned (such as reasonable office space, office furniture, local telephone line, computer, printers, internet access and equipment necessary to undertake the tasks assigned) shall be provided by the MoCI.

VII. Reporting Obligations

The ICT Associate will report to the Project Coordinator . In regard to the working relationship with other staff, the incumbent is expected to conduct him/herself in the highest professional manner. The ICT Associate will also provide support to technical staff of the project as well as Technical Implementing Ministries and Agencies (TIMAs) as and when required.

VIII. Performance Criteria

The performance of the ICT Associate will be evaluated on a regular interval and based upon these assessments, the contract with the LIFT Project may be continued or terminated at the end of 6-months' probation period and at the end of the one year based on the following parameters:

- Quality and timeliness of completion of required ICT support activities;
- Punctuality and regular attendance on the job; and
- Quality and timeliness of required supports.