



## **TERMS OF REFERENCE**

### **FOR INDIVIDUAL CONTRACT**

**POST TITLE: ICT Assistant**

**AGENCY/PROJECT NAME: Bangkok Regional Hub, ICT Unit**

**COUNTRY OF ASSIGNMENT: Thailand (No travel required)**

**DURATION: 12 months (1 July 2017 – 30 June 2018)**

#### **1) GENERAL BACKGROUND**

The United Nations Development Programme (UNDP) is the UN's global development network, advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. We are on the ground in 166 countries, working with them on their own solutions to global and national development challenges. As they develop local capacity, they draw on UNDP and our wide range of partners. People across Asia and the Pacific, benefit from UNDP's presence.

#### **2) OBJECTIVES OF THE ASSIGNMENT**

The ICT Assistant provides ICT support services to staff and administrative support to the ICT unit.

#### **3) DUTIES AND RESPONSIBILITIES**

Under the guidance and direct supervision of the ICT Manager, the ICT Assistant provides ICT support services to staff and administrative support to the ICT unit, provides daily technical support to users of information management tools and technology infrastructure. The ICT Assistant promotes a client-oriented approach.

The ICT Assistant works in close collaboration with the Programme and Operations teams for resolving complex ICT-related issues. Specific responsibilities include:

1. Ensures **effective functioning of the office hardware and software packages**, focusing on the achievement of the following results:

- Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
- Assistance in the installation of commercial and in-house developed software and related upgrades
- Assistance in upgrading patch and anti-virus programs on a timely basis.

- Support to users in backing up and restoring their files, as well as in virus detection, removal and prevention.
2. Supports **networks administration**, focusing on achievement of the following results:
- Assistance in trouble-shooting and monitoring of network problems.
  - Response to user needs and questions regarding network access.
  - Assistance in backup and restoration procedures for local drives. Maintenance of backup logs. Assistance to organization of off-site storage of backups.
3. Provides **administrative support**, focusing on achievement of the following results:
- Maintenance of an up-to-date inventory of software and hardware.
  - Maintenance of a library of ICT related reference materials.
  - Maintenance of the inventory and stock of supplies and spare parts in cooperation with the Procurement Unit.
  - Maintenance of the filing system ensuring safekeeping of confidential materials.
  - Extraction of data from various sources.
  - Research and retrieval of data from internal and external sources; preparation of statistical charts, tables and reports as required.
  - Provision of ICT support to key events.
4. Ensures **facilitation of Video Conferences and Communications in the office**, focusing on achievement of the following results:
- Installs, configures and tests audio, video conference and desktop video conference hardware/software using available communication and network connectivity.
  - Assists in meetings preparation by preparing and configuring conference hardware in various locations and operates equipment during conferences.
  - Provides support and training for new users of conference systems and applications.
5. Ensures **facilitation of knowledge building and knowledge sharing in the office**, focusing on achievement of the following results:
- Participation and assistance in the organization of training for the office staff on ICT issues.
  - Sound contributions to knowledge networks and communities of practice.

#### 4) DURATION OF ASSIGNMENT, DUTY STATION

Initial duration of the assignment will be 261 days, from 1 July 2017 – 30 June 2018. Duty station is Bangkok Regional Hub. **No Travel is required.**

#### 5) PROVISION OF MONITORING AND PROGRESS CONTROLS

The above task will be supervised by ICT Manager. Monthly report on work will be required.

## 6) DEGREE OF EXPERTISE AND QUALIFICATIONS

- University Degree in Computer Science or related fields. Microsoft Certified Professional (MCP) desirable, but not a requirement.
- 3 to 5 years of relevant working experience, including network administration, support to management of hardware and software platforms, and knowledge of Windows-based packages/applications.
- Experience in managing and facilitating telecommunication systems such as Video Conference systems, Skype for Business, and Skype Personal is an advantage.
- Fluency in oral and written communication skills in English

### Personal and attitudinal requirements

- ] Be innovative and possess good problem solving skills.
- ] A team-player and self-starter, able to work with minimum supervision, with sound judgment.
- ] Willing to learn new development environments and technology.
- ] Good communication and interpersonal skills and experience in working effectively in a multicultural environment.
- ] Professionalism: flexibility to make ad-hoc changes as and when the need arises; ability to perform under stress; willingness to keep flexible working hours.

## 7) Evaluation Method and Criteria

Individual consultants will be evaluated based on the following methodology:

### Cumulative analysis

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as a) responsive/compliant/acceptable, and b) having received the highest score out of the set of weighted technical criteria (70%), and financial criteria (30%). Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received by UNDP for the assignment.

### Technical Criteria for Evaluation (Maximum 70 points)

- ] Criteria 1: Experience in similar and relevant skill or expertise (30 points)
- ] Criteria 2: Qualifications in terms of Education, Specialization & other relevant requirement (10 points)
- ] Criteria 3: Key Technical Skills relevant to project scope (15 points)
- ] Criteria 4: Availability (15 points)

Only candidates obtaining a minimum of 49 points (70% of the total technical points) would be considered for the Financial Evaluation.

## 8) REVIEW TIME REQUIRED

5 days

### 9) CONSULTANT PRESENCE REQUIRED ON DUTY STATION/UNDP PREMISES

NONE

PARTIAL

INTERMITTENT

☒ FULL TIME

#### IF FULL TIME – PLEASE ADD BELOW FOR JUSTIFICATION

If the assignment requires full time presence on UNDP premises, a sound justification on why a full time presence is required.

### 10) PAYMENT TERMS

Please indicate any special payment terms for the contract.

☐ Hourly

Currency:

Amount:

☒ Daily

Currency: THB

Amount:

☐ Weekly

Currency:

Amount:

☐

Currency:

Amount:

(Please also specify the payment terms)