|  |  |
| --- | --- |
| **National ICT Consultant to support the UNFPA Sub Office in Cox's Bazar** | |
| **Hiring Office:** | UNFPA Cox's Bazar Sub- Office |
| **Purpose of consultancy:** | The National ICT Consultant will be responsible for assisting and maintaining the UNFPA Sub Office IT infrastructure, systems resources & assist and provide technical support services in installation/relocation, trouble shooting, maintenance and inventory of all ICT equipment and resources and ensures making them round-the-clock functioning. S/he provides support to the users in terms of full functioning of ICT equipment and tools; helps enhancing users knowledge and efficiency with client orientated approach. |
| **Main Tasks & Responsibilities** | The main responsibilities of a National ICT Consultant will be the followings:    • Provides technical support to the users in resolving their day-to-day ICT related problems; and supports in efficient use of standard software including operating system and utilities.    • Provides support in software (corporate and commercial for server and workstation) installation and upgrading to new releases and versions.    • Assists the Colleagues with office computer and laptops set up, maintenance, other hardware installation, & relocation, distribution of ICT hardware resources, Propose to disposal items/obsolete hardware as per the obsolescence schedule.    • Takes preventive care against computer viruses, increase awareness among users about viruses and assist them in taking virus protection measures.    • Assist in set up and provide technical support to virtual meetings/events and official events in the office and other venues.    • Assists in maintaining LAN and Internet communication infrastructure for the office; takes regular system backup for the office etc.    • Maintenances & services computers, printers and LAN hardware, which are out of warranty.    • Assist in maintaining inventory records of ICT resources and stock of computer consumables and issue of computer consumables in a proper manner.    • Maintain the updated list of all staff email, phone number and relevant contacts.    • Perform any other duties as may be assigned by the management of the office. |
| **Duration and working schedule:** | The initial consultancy will be for 6 months.  The consultant is required to work full time. |
| **Place where services are to be delivered:** | UNFPA Cox's Bazar Sub-office |
| **Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):** | The consultant will work under the direct guidance of the Operation Specialist, Cox's Bazar, Head of Sub Office and will deliver services as directed by her/him, in electronic and hard copy as required. |
| **Monitoring and progress control, including reporting requirements, periodicity format and deadline:** | The consultant will work closely with the OS/IT Officer Country Office in carrying out the duties detailed above and will provide weekly updates on progress and challenges. S/he will also provide written monthly updates to the OS/ IT Officer Country Office via e-mail, highlighting overall achievements and any bottlenecks/challenges in implementing the work plan. |
| **Supervisory arrangements:** | The consultant will work under the direct supervision of the Operation Specialist with a strong dotted line with Country Office IT Officer for the Technical Issue to carry out the activities mentioned above. |
| **Education:** | * Bachelor degree in computer science and engineering or any other relevant field, * Diploma in Computer Engineering (from recognized Institute) will be an added value. |
| **Knowledge and Experience:** | * 5 years of relevant professional experience in the areas of IT with the experience of hardware trouble shooting, software installation, maintaining in a public or private sector. * Knowledge and experience using arranging online meetings using zoom, hangouts, skype apps. * Previous experience in the UN an advantage. * Proficiency in current office software applications. * Fluency in oral and written both in English and Bangla. |
| **Payment Instruction:** | The consultant will be paid on a monthly basis, upon submission of written and signed attendance Sheet & COP. |
| **Level of the Consultant:** | Commensurable to the qualification and experience of the selected Consultant as per the IC guideline. |
| **How to Apply** | * Applicants with the required qualifications and experience stated above Required expertise, qualifications and competencies, including language requirements should submit a copy of curriculum vitae (CV), a cover letter and contact information of three references. * Please Send your application electronically to dedicated email inbox of: **kpalma@unfpa.org**   Note: Only those candidates in who meet all qualifications and experience will be contacted for further consideration. Kindly note that incomplete applications will be automatically disqualified.  **Female candidates are encouraged to apply**  The application deadline is 12 September 2022 |