

TERMS OF REFERENCE
System Administrator
Short Term Consultant
Sindh Social Protection Authority

Background

Government of Sindh (GoS), through the Sindh Social Protection Authority (SSPA), is implementing the “Strengthening Social Protection Delivery (SSPDS) System in Sindh” project with the assistance of the World Bank to strengthen social protection service delivery system and enhance accessibility and utilization of mother and child health services in selected districts in Sindh.

The project will support three components, financed through an Investment Project Financing (IPF) instrument, with US\$200 million from the International Development Association (IDA) and US\$30 million from counterpart funding. The Project components are: (a) Strengthen Sindh Social Protection Service Delivery Systems to support the modernization of systems and processes to fully operationalize the newly established Sindh SP Authority and improve its institutional capacity by strengthening the administrative, operational, policy, and planning functions and capabilities, including the development of energy efficient/climate-smart information technology (IT) systems and capacity building through the provision of technical assistance; (b) Mother and Child Support Program (MCSP) focusing on birth and first 1,000 days where risks and needs are high but programmatic responses are weak; the main objective of this component is to create demand for Maternal and Newborn Child-Health (MNCH) services and promote behavioural change to increase uptake of the MNCH services focusing on the first 1,000 days of life through the provision of CCTs in selected districts; and (c) Contingent Emergency Response with zero allocation, providing the Borrower to gain quick access to Bank financing to respond to a crisis or emergency. As part of a comprehensive disaster risk management strategy, the Contingent Emergence Response Component typically provides support for immediate rehabilitation and reconstruction needs.

Objectives of the Assignment

The “**System Administrator**” will be responsible for building out, maintaining and troubleshooting the rapidly expanding infrastructure; in particular, to support SSPA. The System Administrator will ensure the highest level of availability of mission critical infrastructure.

Responsibilities and work scope:

- I. In coordination with MIS Specialist, deploy and maintain all systems and infrastructure
- II. Monitoring and maintaining networks and servers
- III. Upgrading, installing and configuring new hardware and software (operating systems, application software and system management tools etc.) to meet company objectives
- IV. Implementing security protocols and procedures to prevent potential threats
- V. Creating user accounts and performing access control
- VI. Performing diagnostic tests and debugging procedures to optimize computer systems
- VII. Proactively ensure the highest levels of systems and infrastructure availability
- VIII. Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes.

- IX. Maintain security, backup and redundancy strategies
- X. Liaise with vendors and other IT personnel for problem resolution.
- XI. Contribute technical and professional knowledge and experience to improve SSPA MIS operations and technical platform.
- XII. Eliminate data loss risk at all levels. Enable redundant and fully backed up systems & source code copies. Assist the management in procuring required hardware & support services.
- XIII. Install and configure RAID, VMs, Operating systems, Databases (SQLServer, MySQL, PostgreSQL etc), hosting environments (including windows and Linux) and customized softwares
- XIV. Perform any other function, as assigned by the management, related to the assignment

SUPERVISION

The individual consultant will work with MIS department to perform the assigned tasks and will report to the MIS Specialist.

QUALIFICATIONS AND EXPERIENCE

Following are qualification/skill requirements for the position:

- At least a Bachelor's degree (16 years) in Software Engineering, Computer Science, Information Technology or a related field
- At least four (04) years' experience of working as System Administrator in organizations managing large IT infrastructure
- Proven working experience in installing, configuring, and troubleshooting UNIX /Linux and Windows based environments.
- Solid experience in the administration and performance tuning of application stacks (e.g. .Net, Laravel etc)
- Solid Cloud management experience
- Experience with monitoring systems, virtualization and containerization (e.g. VMware, Virtual Box, Citrix etc)
- Solid networking knowledge (OSI network layers, TCP/IP)
- Detailed knowledge of system management, deployment and maintenance
- Experience with databases, patch management, and networks including LAN and WAN
- Knowledge of network security systems, intrusion detection systems, and data backup
- Good analytical and communication skills

Selection Process

The selection will be made using open competitive selection in accordance with the "World Bank Procurement Regulations for Investment Project Financing Goods, Works, Non-Consulting and Consulting Services" revised in November 2020.