

TERMS OF REFERENCE

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| Consultancy Title | : ICT System/Database Administrator |
| Contract type | : Consultant |
| Duration of contract | : 6 Months |
| Duty Station | : Kingston, Jamaica |
| Supervisor | : Shawn Bolton, MOHW Vaccination Programme ICT Lead |

ORGANISATIONAL CONTEXT

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations

PURPOSE

The consultant is expected to provide the Ministry of Health and Wellness with Information and Communication Technology (ICT) support in their national COVID-19 vaccination effort. The individual is expected to respond to ICT requests that are generated from vaccination sites across the country and provide a timely resolution to each request. The individual will perform specialized activities pertaining to the Vaccination Management Information System (CommCare) and other routine ICT systems support, which may include, but not limited to, desktop administration, server operations, hardware and software support. Other technical support may include, the testing and implementation of

new application system releases, modules and functionalities, and making recommendations for software and hardware enhancements.

MAIN DUTIES AND RESPONSIBILITIES

- Provide ICT assistance and guidance to end-users at vaccination sites
- Support the development, testing, and implementation of the Vaccine Management Information System.
- Responding to service requests from vaccination sites and ensuring they are resolved and closed based on Service Level Agreement (SLA)

QUALIFICATION AND MINIMUM REQUIREMENTS

- Bachelor of Science Degree in Information Technology, Computer Science, Management Information Systems or equivalent
- Fluency in English required, knowledge of other UN language(s) a benefit.
- Knowledge of the local working language of the duty station is an asset.

SPECIALIZED KNOWLEDGE AND RELEVANT EXPERIENCE REQUIRED

- Experience in troubleshooting hardware and software
- Knowledge of Hardware Technologies
- Knowledge and experience of Local Area Network (LAN) & server administration
- Solid experience in end-user support
- Experience in working with Ubuntu/Unix and Postgres databases.
- Experience in Data Visualization tools like apache superset
- Knowledge of any of the Health Information Management Systems
- 1-2 years of software development/testing experience is an asset.

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| Child Safeguarding Is this project/assignment considered as " Elevated Risk Role " from a child safeguarding perspective? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO If YES, check all that apply: | |
| Direct contact role <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel: <div style="border: 1px solid black; height: 25px; width: 100%;"></div> | |
| Child data role <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos): <div style="border: 1px solid black; height: 25px; width: 100%;"></div> | |
| More information is available in the Child Safeguarding SharePoint and Child Safeguarding FAQs and Updates | |
| <input type="checkbox"/> Home Based <input checked="" type="checkbox"/> Office Based: | |

If office based, seating arrangement identified: ☒

IT and Communication equipment required: ☒

Internet access required: ☒

¹ Costs indicated are estimated. Final rate shall follow the "best value for money" principle, i.e., achieving the desired outcome at the lowest possible fee. Consultants will be asked to stipulate all-inclusive fees, including lump sum travel and subsistence costs, as applicable.

Payment of professional fees will be based on submission of agreed deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant

Individuals engaged under a consultancy or individual contract will not be considered "staff members" under the Staff Regulations and Rules of the United Nations and UNICEF's policies and procedures, and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.