**Terms of Reference – Super Administrator (2 positions)**

1. **Background**

The project for establishing a "System for coordination in planning, implementation, monitoring and evaluation of the policy for balanced regional development" (SiReRa) aims to contribute to the EU integration process by adopting the principles for balanced regional development of the Republic of Northern Macedonia, in line with EU practices.

The project is implemented by the Cabinet of the Deputy Prime Minister of the Republic of Northern Macedonia in charge of economic affairs and coordination of economic sectors (CDPMEA) and the Ministry of Local Self-Government (MLS), with financial support from both institutions and the Swiss Agency for Development and Cooperation (SDC).

As a result of the project implementation, the Government will be able to allocate and implement funds for balanced regional development in a transparent and predictable manner according to the level of development of the planning regions, and the Centers for Regional Development in all eight planning regions, especially in the less developed ones, will improve their effectiveness and efficiency.

The project has a multi-level approach that includes multiple target groups and main users:

* National level - ministries and agencies involved in the implementation of projects and programs of regional character;
* Regional and local level - Centers for development of planning regions, councils for development of planning regions and municipalities.

Planned project results are:

1. Establishment of an IT-based system for monitoring the implementation of national funds for balanced regional development
2. Increasing transparency regarding the allocation of the regional development budget
3. Increasing the capacities of the stakeholders (line ministries, regional development centers, municipalities)
4. **Purpose of the engagement and scope of the services / tasks**

The Super Administration Expert is responsible for the System implementation activities related to end user (line ministries and agencies) of the project. He/she will manage the functionalities of the SiReRa system ensuring proper management of computer software systems, servers, storage devices and network connections to ensure high availability and security of the supported business application.

More specifically, the **responsibilities and tasks** of the Super Administration Expert are as follows:

* Ensure the security of the server infrastructure by implementing industry best-practices regarding privacy, security, and regulatory compliance.
* Develop and maintain documentation about current environment setup, standard operating procedures, and best practices.
* Manage end user accounts, permissions, access rights, and storage allocations in accordance with best practices.
* Set up accounts and workstations.
* User administration.
* Rights and privileges.
* Perform data entry on a daily basis.
* Central registry data important for BRD (Institutions, Strategy, Statistics, etc.).
* Content Management System data entry services for ongoing support of the CMS module.
* Expert-related data (personal, recruitment, etc.) in appropriate file format and fields to make it easy for the Human Resource Management Module users to access and retrieve it, as and when required.
* Perform and test routine system backups and restores.
* Anticipate, mitigate, identify, troubleshoot, and correct hardware and software issues on servers, and workstations. Escalate incidents as necessary.
* Practice server asset management, including maintenance of server component inventory and related documentation and technical specifications information.
* Recommend, schedule, and perform software and hardware upgrades, patches and reconfigurations.
* Writing scripts and programming in order to add new functionality, fix bugs or optimize performance, actively help improve system reliability and drive business value.
* Version control - track changes in code and different versions of the application or service.
* Track modifications to a source code repository.
* Track a running history of changes to a code base and help resolve conflicts when merging updates.
* Log Changes or maintaining a Change Log.
* Develop required reports in response to users and management needs.
* Build and deploy new servers on the network as needed.
* NAS and SAN storage management.
* Other duties may be assigned.

**Required Qualifications**

* BSc/Ba in Information Technology, Computer Science or a related discipline
* Professional certification (e.g. Microsoft Certified Systems Administrator (MCSA)) is a plus
* Proven experience as a System Administrator, Network Administrator or similar role
* Experience with databases, networks (LAN, WAN) and patch management
* Knowledge of system security (e.g. intrusion detection systems) and data backup/recovery
* Familiarity with various operating systems and platforms
* Resourcefulness and problem-solving aptitude
* Excellent communication skills

1. **Working conditions**

The Consultant's working day is office work or work from home, as necessary and approved previously by the Client.

1. **Timing and Level of Effort**

The initial Contract shall be concluded for up to one year and may be extended for the duration of implementation of the Project, based on the annual work evaluation and subject to satisfactory performance of the consultant.

1. **Outputs/Deliverables, Workload and Deadlines of the Accounting Specialist**

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|  | **Output/Deliverable** | **Indicative**  **Workload (days)** | **Deadline** |
|  | The Super Administrator’s role is to manage computer software systems, servers, storage devices and network connections to ensure high availability and security of the supported business application. This individual also participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance that is consistent with project goals, industry best practices, and regulatory requirements (i.e. installing and configuring software, hardware and networks, monitoring system performance and troubleshooting issues, ensuring security and efficiency of IT infrastructure). In particular, the Super-Administrator should:   * Ensure the security of the server infrastructure by implementing industry best-practices regarding privacy, security, and regulatory compliance. * Develop and maintain documentation about current environment setup, standard operating procedures, and best practices. * Manage end user accounts, permissions, access rights, and storage allocations in accordance with best practices * Set up accounts and workstations * User administration * Rights and privileges * Perform data entry on a daily basis * Central registry data important for BRD (Institutions, Strategy, Statistics, etc.) * Content Management System data entry services for ongoing support of the CMS module * Expert-related data (personal, recruitment, etc.) in appropriate file format and fields to make it easy for the Human Resource Management Module users to access and retrieve it, as and when required * Perform and test routine system backups and restores. * Anticipate, mitigate, identify, troubleshoot, and correct hardware and software issues on servers, and workstations. Escalate incidents as necessary. * Practice server asset management, including maintenance of server component inventory and related documentation and technical specifications information. * Recommend, schedule, and perform software and hardware upgrades, patches and reconfigurations. * Writing scripts and programming in order to add new functionality, fix bugs or optimize performance, actively help improve system reliability and drive business value * Version control - track changes in code and different versions of the application or service * Track modifications to a source code repository * Track a running history of changes to a code base and help resolve conflicts when merging updates * Log Changes or maintaining a Change Log * Develop required reports in response to users and management needs. * Build and deploy new servers on the network as needed. * NAS and SAN storage management * Other duties may be assigned | 120 | Monthly (July 2020-June 2021) |

*The budget for the deliverable is payable on a monthly bases through equal portions*