REQUEST FOR EXPRESSIONS OF INTEREST

“Information Technology (IT) Officer at the Bank’s Office in Nigeria”

AFRICAN DEVELOPMENT BANK

Avenue Joseph Anoma, 01 B.P. 1387, Abidjan, CÔTE d'IVOIRE

Corporate IT Services Department (CHIS)

E-mail : IT_Recruitment@AFDB.ORG

Telephone: (+225) 20 26 22 61/ (+225) 20 26 25 83

1. The African Development Bank hereby invites Individual Consultants to indicate their interest in the following Assignment: “Local Information Technology (IT) Officer at the Bank’s Office in Nigeria”.

2. The main objectives of this consulting assignment are:

   - Provide technical support services pertaining to Information and Telecommunications technologies including voice and data (Internet, e-mail) transmission as well as videoconferencing.
   - Repair and maintain office equipment.
   - Assist in system configurations and provide support to users of Information Technology (IT) tools at the Bank’s Nigeria Office (RDNG).

The Consultants duties will include, but not limited to, the following:

   - Operate and maintain the VSAT system and provide related support services.
   - Provide technical assistance in carrying out installation, maintenance and support of the wired and Wireless Local Area Network (WLAN) voice, data and videoconferencing system.
   - Provide assistance and resolve problems with regard to hardware and software at the Nigeria Country Department (RDNG).
   - Ensure the adjustment, repair or replacement of defective equipment through own intervention or by returning it to suppliers for service or repair.
   - Use and maintain electrical and mechanical equipment such as the VSAT and the Uninterrupted Power Supply (UPS).
   - Use test equipment, including basic computer monitoring tools.
   - Work closely with the local IT officer and consultants in RDNG office as well as with CHIS staff at Headquarters in order to conduct investigations and tests to circumscribe and correct problems.
   - As a true team player, develop, enhance and put in place means aimed at enhancing the smooth functioning and the effectiveness of products, as well as the quality of services provided to both internal and external clients.
   - Ensure that all clients calls are logged, resolved with minimum possible time and record reasons for the outages and action taken.
- Compile statistics on users’ calls pertaining to voice, fax, data and videoconference facilities through the VSAT connection.
- Facilitate local Help Desk function; provide support to users of telecommunications and IT tools.

3. The Corporate Information Technology Services Department (CHIS) invites Individual Consultants to indicate their interest in providing the above-described services. Interested Consultants shall provide information on their qualifications and experience demonstrating their ability to undertake this Assignment (**CV using the template attached, reference to similar services, experience in similar assignments, etc.**).

4. **PROFILE OF THE CONSULTANT:**
   - At least a master/engineering degree in Computer Science, Information Systems, or equivalent degree in Engineering or closely related disciplines
   - At least 05 years’ experience in similar assignment.
   - Proficiency in networking and communication technologies: TCP/IP networks, WAN protocols, wiring and cabling, and network management solutions
   - Knowledge and experience of VSAT VoIP and voice gateway technologies
   - Skilled in Skype for Business solutions and Polycom technologies
   - Knowledge and experience of large IT infrastructure components (server, storage, data center and campus network.
   - Knowledge or familiarity/exposure with/to Windows, Unix and Linux environments
   - Experience and/or knowledge with QoS implementation, VoIP, WAN switching and routing, load-balancing and application-delivery solutions
   - Ability to communicate in English and/or French or good working knowledge for other language.
   - Familiarity with network and IT service monitoring tools such as PRTG, NAGIOS, CACTI, Cisco Prime and so on.
   - Knowledge corporate applications such as different SAP modules, SRAS, SharePoint

5. The eligibility criteria, the establishment of a short list and the selection procedures shall be in conformity with the Bank’s procedures for the acquisition of consulting services funded by the administrative or capital expenditure. Please, note that interest expressed by a Consultant does not imply any obligation on the part of the Bank to include him/her in the shortlist.

6. The estimated duration of services is **six (06) months** and the estimated starting date is **02 May 2020**.

7. Interested Individual Consultants may obtain further information at the address below during the Bank’s working hours: from 08:00 to 17:00 hours, Abidjan Local Time.

8. Expressions of interest must be received by email at the address below no later than **Friday 03 April 2020 at 17:00 hours, Abidjan local time** and specifically mentioning “**Local Information Technology (IT) Officer at the Bank’s Office in Nigeria**”.
9. **ESTABLISHMENT OF THE SHORT LIST**
A shortlist of three to six individual consultants will be established at the end the request of expressions of interest. The consultants on the shortlist will be judged on the following criteria on the basis of their updated resume.

i. Level of education in general  
ii. Educational level compared to the field of mission  
iii. Years of experience in general  
iv. Number of years of experience relevant to the mission

20%  
20%  
20%  
40%
Please attach updated Curriculum Vitae on the basis of the template below:

**MODEL CURRICULUM VITAE (CV)**

Title of the Assignment:
Department:
Surname: First Name:
Birth Date: Nationality:
Address: Country:
Telephone: E-mail:

Are any of your family members (spouse/partner, father/mother, Brother/sister, Son/daughter, etc.) employed in the African Development Bank?

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
<th>Organization Unit</th>
<th>Place of Assignment</th>
</tr>
</thead>
</table>

Language Level

<table>
<thead>
<tr>
<th>Language Level</th>
<th>Read</th>
<th>Written</th>
<th>Spoken</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>Fair</td>
<td>Good</td>
<td>Excellent</td>
</tr>
<tr>
<td>French</td>
<td>Fair</td>
<td>Good</td>
<td>Excellent</td>
</tr>
<tr>
<td>Other (specify)</td>
<td>Fair</td>
<td>Good</td>
<td>Excellent</td>
</tr>
</tbody>
</table>

Key Qualifications:

Please provide (i) a summary of your experience and training highlighting the most relevant for the proposed assignment, and (ii) the responsibilities which you exercised. Utilize one half-page maximum.

**Education (University Level and above only):**

<table>
<thead>
<tr>
<th>Name of University - City - Country</th>
<th>Period</th>
<th>Diploma Obtained</th>
<th>Main Topic / Major</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>From</td>
<td>To</td>
<td></td>
</tr>
</tbody>
</table>
Professional Training:

<table>
<thead>
<tr>
<th>Name of Training Institution</th>
<th>Type of Training</th>
<th>Period</th>
<th>Certificates or Diploma Obtained</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>From</td>
<td>From</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Employment Record:

Begin with your most recent employment. For each job since your Master Degree achievement, please indicate:
- Name of the Employer
- Type of Activity/Business of the Employer
- Title / Function
- Place of Employment
- Start and End date
- Period in months
- Brief Description of main accomplishments and responsibilities

Reference:

Please indicate the name and address of three persons with no family relationship with yourself, familiar with your character and titles.

I hereby certify that the responses which I provided above are all, to the best of my knowledge, true, complete and accurate. I acknowledge that an inaccurate statement or essential omission in a personal declaration or another document required by the African Development Bank might result in the rejection of my application, termination of my Contract or any other administrative sanction by the Bank. The African Development Bank may verify any statements which I made in this application.

Date: ____________

Signature :