



Ministry of Health

AFRICA CENTRES FOR DISEASE CONTROL AND PREVENTION REGIONAL INVESTMENT FINANCING PROJECT (P167916)

TERMS OF REFERENCE FOR POSITION OF INFORMATION TECHNOLOGY SPECIALIST (DIGITAL SOLUTIONS)

Country	:	ZAMBIA
Project ID	:	P167916
Name of Project	:	Africa Centers for Disease Control and Prevention Regional Investment Financing project
Assignment Title	:	Information Technology Specialist (Digital Solutions)
Reference Number	:	ZM-MOH-253752-CS-IND

1. PROJECT BACKGROUND

The Ministry of Health (MoH) with support from the World Bank is implementing the Africa Centres for Disease Control and Prevention (Africa CDC) Regional Investment Financing Project (ACDCP) which aims to enhance Public Health Security capacity by supporting the establishment of infectious disease control systems on the African continent.

The Africa CDC is a specialized technical institution of the African Union established to support public health initiatives of Member States and strengthen the capacity of their public health institutions to detect, prevent, control, and respond quickly and effectively to disease threats. To help Africa CDC and countries in the region cope with the burden of disease threats and outbreaks, the World Bank has provided funding to the Africa CDC headquarters in Addis Ababa, the Southern Africa Regional Coordinating Centre (SA-RCC) in Lusaka, the Ethiopian Public Health Institute (EPHI) and the Zambia National Public Health Institute (ZNPHI) for strengthening vital institutional capacities to execute measurable public health functions through the Africa Centers for Disease Control and Prevention Regional Investment Financing Project (ACDCP).

The overall Project Development Objective (PDO) is to support Africa CDC to strengthen continental and regional infectious disease detection and response systems.

The Project has five strategic components: (i) governance, advocacy, and operational frameworks; (ii) public health assets; (iii) human resource development; (iv) project management support; and (v) a contingent emergency response component for Ethiopia and Zambia. Each component has complementary actions defined under sub-components for each implementing entity.

In Zambia, the Project will provide Human resource capacity strengthening to the Zambia National Public Health Institute (ZNPHI) and support operationalization of the Africa CDC Southern Africa Regional Collaborating Centre (SA-RCC) based in Lusaka, Zambia. The Project will include the construction, equipping, and staffing of a Biosafety Level 3 (BSL-3) National Public Health Reference Laboratory and Office Complex that will serve as a Regional Centre of Excellence and provide additional capacity to support the Southern Africa region. The project is being implemented by Ministry of Health through Zambia National Health Institute of Public Health (ZNPHI).

The Zambia National Public Health Institute now seeks to engage the services of suitably qualified candidate to fill the vacant post of an Information Technology Specialist- Digital Solution (DS) under the ACDCP Implementing Unit (PIU) to support the project implementation on all Information Technology related issues.

- a. **Duty Station:** Zambia National Public Health Institute PIU, Lusaka
- b. **Reports to:** Project Coordinator – ACDCP
- c. **Title:** Information Technology Specialist- Digital Solutions (1 Post)

2. OBJECTIVES OF THE ASSIGNMENT

The main duty of the Information Technology (IT) specialist - Digital Solutions will be to support information technology systems and users, install computer systems and software, and maintaining computer networks and connectivity. The IT Systems Specialist takes the lead in the development of ICT Infrastructure, provide guidance on ICT needs, develop, manage, and maintain the ICT environment and infrastructure. The IT-DS specialist will carry out the following critical duties and responsibilities.

3. SCOPE OF WORK

Duties and Responsibilities

S/N	Key Result Area	Principle Accountabilities
1	Systems Administration	Develop and implement ICT policies, guidelines, standard procedures, and solutions
		Provide input and technical expertise relating to technical requirements for the procurement, installation and repair of computer systems, services, accessories, hardware, software, etc.;
		Offers troubleshooting, support, and repair when IT equipment or networks malfunction
		Installing or upgrading components, setting up software
		Enforce systems security for data and infrastructure and maintaining information security through controlled hardware or software installation and staff education
		Perform data back-ups and ensuring data storage is safe and secure.
		Maintains records of hardware and software inventory (Inventory management)

S/N	Key Result Area	Principle Accountabilities
		Schedules and executes ICT maintenance activities pro-actively for the responsible hardware and analyses and solves occurring technical ICT problems with standardized solutions.
2	Leadership opportunities	Develops new and innovative systems and methods, when needed in cooperation with external ICT parties.
		Provide expert voice in tech strategy
		Provides IT support, training, and orientation for new technology users
		Provide overall leadership to the ICT operations including computer systems operations, technical support, data control, systems security, website development, database management, and telecommunications and IS training.
		Develop and manage the implementation of Information and Communication Technology environment and infrastructure in a cost-effective manner.
3	Digital Solutions	Design systems and assess the effectiveness of technology resources already in use or new systems that are being implemented
		Support the establishment of an Information, Communication and Technology (ICT) center (including hardware and software) data management, communication and security systems at the Laboratory and office complex to be built.
		Support the PIU and ZNPHI in strengthening health information systems, specifically focusing on electronic disease surveillance and frontline data capture and monitoring and supervising tools for health service delivery. These include: (i) conducting IT due diligence with respect to use of IT in project related activities; (ii) assess appropriate technologies and good practices that can be adopted, including mobile, web-based and geographic information system-based technologies; and (iii) develop guidelines for implementing the project health information systems.
4	Monitoring and Evaluation	Designs, monitors, documents, and manages the electronic or procedural regulation of information flow in the organization and makes sure this flow is consistent and secure.
		Perform periodic security audits and system or network vulnerability assessments.
		Monitors performance of the ICT environment and processes and reports errors and threats.
5	Partner Engagements	Offer expert advice for any ICT partnerships/contract negotiations
		Manages contracts with external ICT providers,
		Collaborates with partners/stakeholders through solutions to solve problems
6	Any other Duties	Any other duties as assigned

4. CAPACITY BUILDING PROGRAM

The IT Specialist Digital Solutions will be provided with opportunities to undertake training and skills enhancement relevant to execution of his/her duties. He/she will also work with the ZNPHI workforce development cluster to develop, organize, and deliver

relevant training to the PIU staff and other implementing partners for the project such as MOH and its subnational levels structures, ZNPHI staff, and staff from other relevant sector ministries and Government departments; this will be coupled with inspection, technical support, and mentorship visits to project sites

5. LIST OF REPORTS, SCHEDULE OF DELIVERABLES, AND PERIOD OF PERFORMANCE.

a. Reports/Deliverables:

The IT Specialist- Digital Solutions will ensure the following deliverables:

- Preparing annual plans of action
- Submission of acceptable Annual, Bi-annual progress reports based on the action plan
- Submission of any other technical reports as may be required.

b. Timelines and duration of Contract Appointment:

This is a consulting assignment. The service is initially for a period of 2 years, subject to extension based on satisfactory performance.

c. Performance Assessment/Compensation

The Information Technology Specialist - Digital Solutions will receive a competitive compensation monthly salary. He / She will be appraised for the first six and there after yearly.

5. DATA, LOCAL SERVICES, AND FACILITIES TO BE PROVIDED BY MINISTRY OF HEALTH

The MOH/ZNPHI will provide information, and facilities including office space, access to transport, office equipment, computers, and telecommunication systems necessary for effective execution of the Role.

6. INSTITUTIONAL AND ORGANIZATIONAL ARRANGEMENTS

The IT specialist - Digital Solutions will report to the Project Coordinator – ACDCP. He/She will work closely with ZNPHI and respective Government Departments that have a function role under the Project.

7. QUALIFICATIONS AND RELEVANT EXPERIENCE

- Bachelor's Degree in Computer Science, Information Communication Technology, Computer Mathematics or Engineering or related field
- Additional post graduate qualifications in ICT will be an added advantage
- Preferably 7 years of relevant experience in developing and managing information management systems with a strong background in Computers and Networks
- Experience in working on donor funded projects will be an added advantage
- Extensive experience in conducting and facilitating trainings/workshops
- Experience setting up and troubleshooting various technical equipment such as laptops, video conferencing systems, mobiles, servers etc.
- should have an in-depth knowledge of various computer hardware and software technologies.

8. REQUIRED COMPETENCES

- Good and diverse knowledge of e-Governance, e-Government, and information management systems
- Excellent facilitation and communication skills
- Good understanding and practice of information systems design and management
- Good at decision making, problem solving and critical thinking,
- Good written and verbal communication, and interpersonal communication
- Ability to work under pressure and be able to meet goals.
- Excellent written and spoken English
- Cultural sensitivity