

# Terms of Reference

For  
Selection of an Individual Consultant

<b>Job #</b>	N/A
<b>Job Title</b>	<b>Jr Consultant (Admin-IT)</b>
<b>Number of Positions</b>	1
<b>Source of Fund</b>	GoB
<b>Location</b>	Dhaka, Bangladesh
<b>Appointment</b>	Local Hire
<b>Job Posted</b>	TBA
<b>Closing Date</b>	TBA
<b>Language</b>	Bangla [Essential]; English [Essential]
<b>Appointment Type</b>	Time-Based. Duration: 11 months (Further extension is subject to the performance of the incumbent and availability of funds)

## Background of the Project:

The Aspire to Innovate (a2i) Programme builds on the Government of Bangladesh's efforts to introduce a citizen-centric culture of innovation in civil service to improve service delivery and make services more inclusive, affordable, reliable, and easier to access. This project will provide support to establish institutional mechanisms and improve accountability to accelerate SDG achievements in Bangladesh.

This project will have three components:

1. Institutionalizing Public Service Innovation and Improving Accountability
2. Catalysing Digital Financial Services and Fintech Innovations
3. Incubating Private Sector-enabled Public Service Innovation

## Background of the assignment:

Administration plays a crucial role in a development organization like a2i by providing essential support and coordination services that enable the smooth operation of the entire organization. The administration provides smooth support to each team of a2i to ensure organizing meetings/ workshops/ seminars, handling communication, ensuring that the office environment is conducive to productivity, managing documentation and various administrative tasks, including managing schedules, and facilitating knowledge-building and knowledge-sharing. Administration is often the first point of contact for external stakeholders, clients, and partners, making their role pivotal in maintaining a positive image of the organization. In essence, administrative contributions are indispensable in allowing the development team to focus on their core responsibilities, ultimately aiding the organization in achieving its goals and overall objectives.

**Aspire to Innovate (a2i) Programme** is looking for a **Junior Consultant (Admin-IT)** who will support in maximizing the value of IT systems, assist in providing strategic advice and troubleshoot technical issues, hardware, software, network administration, and office asset management.

## Objectives of the assignment:

- Provide front-line technical support for staff (hardware, software, network, remote/local access).
- Install, configure, and maintain workstation and server hardware, software updates, and security patches.

- Manage user provisioning: creating user accounts, assigning permissions, onboarding/offboarding support.
- Monitor networks and systems to ensure uptime and performance; escalate critical issues.
- Maintain IT asset inventory and documentation, including hardware/software records, support logs, and configuration settings.
- Assist with routine data backups, participate in recovery drills, and support disaster recovery processes.
- Support implementation of IT security best practices—antivirus, system hardening, vulnerability monitoring.
- Assist in setup and maintenance of communication tools: printers, AV systems, conferencing, remote access.
- Collaborate with IT project teams on deployments, upgrades, and new technology rollouts.
- Help develop and update user guides, operational manuals, and internal IT procedures.

**Scope of work, Duties and Responsibilities:**

**The assignment will focus on the following areas and activities:**

The Junior Consultant (Admin-IT) will undertake the following key responsibilities:

- Assist in monitoring and ensuring that the IT support team delivers high-quality technical support across the organizations, users, and events as required.
- Support to ensure proper installation, configuration, and troubleshooting of various hardware and software components. (i.e., Laptops, Desktops, Printer, Scanner, Video Conference System, etc.)
- Facilitate technical support during various events to ensure all required IT systems function correctly.
- Support implementing new enterprise software services and hardware across the organization.
- Support the administration of administrate licenses and subscription of managed mail services and various subscription-based applications.
- Assist in analyzing, documenting, and gathering IT requirements based on organizational demands.
- Support to prepare practical and frugal IT budget specifications and assist the procurement team in the technical evaluation process.
- Maintaining collaboration and effective communication with all IT vendors and ensuring compliance according to contract.
- Maintaining proper documentation, tagging the ICT items, and updating the asset inventory.
- Assist in running periodic inspections to ensure all device functionality.
- Conduct repair and damage assessment of IT equipment.
- Assist to regulate and ensure uninterrupted internet service availability and connectivity.
- Support to monitor, maintain, configure the internet network, and troubleshoot various network devices such as core routers, access points, network switches, network cabling, etc.
- Assist in planning and implementing internet network security, setting up and monitoring firewalls, and managing host security.
- Provide comprehensive administrative support to the a2i, including document management, scheduling, and communication.
- Assist in ensuring smooth operation of fleet management using optimizing routes, fleet maintenance, vehicle procurement, tracking and reporting, compliance and safety, cost

management, inventory and parts management, vendor and supplier management, supervision of drivers, etc.

- Provide support to oversee and manage logistics, including procurement, support for storage services, inventory management, space optimization, material handling, quality control, maintenance and safety, record keeping, and process improvement.
- Provide comprehensive support to ensure employee compliance and regulations, scheduling and duty management, and efficient and effective management of resources and materials while maintaining a strong focus on safety, quality, and productivity.
- Provide comprehensive support for strategic planning, process optimization, resource allocation, risk management, cost control, team collaboration, and continuous improvement for smooth cost-efficient operations.
- Assist in supporting logistics services by coordinating with various stakeholders in the logistics industry, market research, data collection, relation building, and report generation.
- Support to ensure contractual information management, data entry and maintenance, documentation control, compliance and security, reporting, training and support, and continuous improvement for the clear and comprehensive management of contractual information through effective tools/ filing systems.

### **Required Competencies:**

#### **Technical Competencies:**

- **IT System Support and Management:** Proficiency in managing, organizing, and supervising IT support teams, ensuring timely resolution of hardware, software, and network issues.
- **Hardware and Software Administration:** Skills in installation, configuration, troubleshooting, and maintenance of desktops, laptops, printers, scanners, video conferencing systems, and related equipment.
- **Network Management and Security:** Experience in configuring, maintaining, and troubleshooting network devices including routers, switches, access points, network cabling, and implementing internet network security protocols (firewalls, host security, etc.).
- **Enterprise Software Implementation:** Capability to support enterprise application deployments, subscription management, and license administration for managed mail services and SaaS platforms.
- **Asset and Inventory Management:** Ability to document, tag, maintain, inspect, and update ICT asset inventories, and conduct repair and damage assessments.
- **IT Procurement and Vendor Coordination:** Experience in preparing technical specifications, supporting budget planning, evaluating vendors, ensuring compliance, and maintaining relationships with IT suppliers.
- **Event-Based Technical Support:** Providing on-site and remote IT technical support during online meetings, workshops, seminars, and official events.

#### **Functional Competencies:**

##### **1. Communication & Coordination**

- **Operational Planning and Optimization:** Skills in assisting strategic planning for IT and logistic operations to optimize cost, efficiency, and performance.
- **Administrative and Logistics Support:** Capability to provide comprehensive administrative support including fleet management, transport operations, and logistics services aligned with organizational policies.

- **Stakeholder Coordination and Communication:** Experience in engaging with internal users, external vendors, and service providers for the smooth operation of IT and logistics activities.
- **Monitoring and Reporting:** Proficiency in conducting periodic inspections, preparing audit reports, managing compliance documentation, and reporting IT and logistics operational outcomes.
- **Knowledge Sharing and Capacity Building:** Ability to organize inter-team knowledge-sharing sessions, training, and sensitization workshops to enhance IT team capacity.
- **Risk Management and Problem Solving:** Competence in identifying operational risks, troubleshooting issues proactively, and ensuring continuity of IT services and logistical support.
- **Documentation and Compliance Management:** Experience in maintaining clear and comprehensive contractual information management systems, ensuring documentation security and compliance with organizational standards.

#### **Supervision and Performance Evaluation:**

The **Junior Consultant (Admin-IT)** will be working with the **IT Operations** team under the **Operations** cluster of the Aspire to Innovate Programme. A performance evaluation will be conducted by the project authority, a2i. After 11 months of the contract period, further continuation of the contract will depend upon the satisfactory performance and availability of funds.

#### **Deliverables and Timeframe:**

The assignment will be for 11 months. Completed tasks under each area and activity will be as follows:

<b>Deliverables</b>	<b>Timeline</b>
<ul style="list-style-type: none"> <li>• Resolve 500+ IT service and support requests for 200+ organization employees over the year.</li> <li>• Assist in conducting ten (10) inter-team knowledge-sharing sessions for the capacity development of the IT team.</li> <li>• Ensure technical support to 200+ online and in-person meetings, 100+ workshops/events/training.</li> <li>• Carry out quarterly inspections of IT equipment across multiple office locations.</li> <li>• Assist in preparing bi-yearly audit reports for all IT assets.</li> <li>• Assist in completing 10+ IT procurement processes, including budget preparation, specification, technical evaluation, etc.</li> <li>• Support to ensure collaboration with 50+ potential and contracted vendors/suppliers.</li> <li>• Ensure uninterrupted internet service and network security for 150+ working days.</li> <li>• Support the design of a contracting strategy twice a year to ensure effective and cost-efficient operations.</li> <li>• Coordinate the quarterly logistics services market assessments with relevant logistics stakeholders.</li> <li>• Support to ensure clear and comprehensive contractual information management tools/ filling systems.</li> </ul>	11 months

**Reports:**

The incumbent will be paid on a deliverable basis. The Junior Consultant will be paid 11 (Eleven) equal instalments every month upon completion of the above deliverables.

**Duty Station:** Dhaka, Bangladesh.

**Requirements for Experience and Qualifications:****Academic Qualifications:**

- Minimum Bachelor's degree in any subject from any reputed private/public University.

**Experience:**

- At least 4 years of working experience in a national/ international organization.
- At least 3 years of experience in the area of administration/ IT.