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**Republika e Kosovës**

**RepublikaKosova - Republic of Kosova**

*Qeveria - Vlada - Government*

*Ministria e Arsimit, e Shkencësdhe e Teknologjisë*

*MinistarstvozaObrazovanje, NaukuiTehnologiju - Ministry of Education, Science and Technology*

REQUEST FOR EXPRESSIONS OF INTEREST

Ministry of Education, Science and Technology

Project Title: Education Systems Improvement Project (ESIP)

Project Number: P145009 Credit No: IDA 5760 Date: February 19, 2020

**Assignment Title: ICT/System Administration Officer (2 positions)**

**Ref**: 2.2.4.A/CS-IC/ESIP

The Government of Kosovo has received a World Bank Credit to implement an Education Systems Improvement Project (ESIP). The project is approximately US$7.5 million equivalent and aims at supporting the education sector reforms in Kosovo in order to (i) improve the Strategic and financial planning and monitoring capacity for decentralized education system; (ii) improve and strengthen teacher management and certification; (iii) provide support for the strengthening and improvement of Kosovo’s student assessment and examination system; and (iv) strengthening Education Monitoring and Evaluation Capacity and Implementation and Communications Support.[[1]](#footnote-1)

One of the project objectives is to strengthen the capacities of key institutions for monitoring educational outcomes and assessment of student learning in order to revise and modernize the current system of national student assessment and support participation in international assessments. This builds on the Ministry of Education, Science and Technology (MEST) efforts put towards the development of a learning assessment system for grade 5 and its implementation, the development of an assessment policy and reporting standards, improvements in the administration of Matura exam, and application for PISA 2018. This subcomponent aims to strengthen the capacity of the MEST, through its Division for Standards, Monitoring and Evaluation (DQSAL), to design, administer and process high quality examinations and large-scale student assessment surveys for a range of purposes. To that end, the support aims to increase the availability, relevance, and quality of assessment-related data and qualitative information made available to policymakers and practitioners. To enable these improvements and build the capacity for better implementation of DQSAL activities, MEST through ESIP will contract the Twining Firm to support the implementation of a national assessment plan.

1. **OBJECTIVE OF THE ASSIGNMENT**

The key objective of this assignment is to provide technical advice and assistance to establish and utilize an integrated ICT system for processing examinations and assessments in the DQSAL.

The person who will be appointed for this assignment will be expected to be actively engaged in training and knowledge transfer from ESIP (Twinning Firm which will support DQSAL for the next three years in most of the activities under subcomponent 2.2): to familiarize him/herself with the new ICT hardware and software programs and expected to enhance skills and knowledge to operate independently after ESIP completion (under the expectations that they would become part of DQSAL[[2]](#footnote-2)).

1. **SCOPE OF SERVICES**

The **ICT/System Administration Officer** will be a part of the process led by the Twinning Firm in: a) assisting in the development of the integrated ICT system b) assisting in the operationalization of the system and its functionality, and c) taking a lead role in system maintaining and functionality. In performing these tasks, the consultant will participate in capacity building and learning activities provided by the Twinning Firm. Working in consultation with the Twinning Firm, and other firms that may be hired, to support the development of the integrated ICT software, the ICT/System Administration Officer will also be responsible for overseeing the process of designing the software and hardware solutions and their installation. S/he will also be responsible for configuring and maintaining software and hardware systems and for ensuring the functionality, security and privacy of computer systems and other technology equipment.

**ICT/System Administration Officer‘s** d***uties and responsibilities are:***

* Provide regular computer hardware check-ups to ensure functionality.
* Assist in the development and maintenance of a data management system for test administration, form construction and scoring.
* Regularly install and configure appropriate and up to date software and functions according to specifications.
* Provide guidance and training to DQSAL staff on how to operate new software and computer equipment.
* Organize and schedule upgrades and maintenance of the new ICT system.
* Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
* Participate in day-to-day DQSAL activities, such as: regular staff meetings; meeting with Twining Firm and other daily activities as required.
* In exceptional cases, assist in setting up workstations with computers and necessary peripheral devices (routers, printers, etc.) and identify computer or network equipment shortages and ensure proper clearance and approvals followed.
* Participates in training for continuous professional development.
* Upon the agreement with the head of DQSAL the list of tasks can be amended to meet any evolving situation or requests form MEST

1. **REPORTING OBLIGATIONS**

The **ICT/System Administration Officer** will report to and work under the direction of the Head of the DQSAL. S/he will also report to MEST General Secretary and ESIP Project Coordinator when required. The **ICT/System Administration Officer** will deliver reports and outputs, and any other ad hock reporting requirements in English and timely as per agreed schedule.

1. **SELECTION PROCESS, DURATION AND PAYMENT**

The work of the ICT/System Administration Officer will be on full time bases and will take place between March 15, 2020 and December 31, 2020.

The ICT/System Administration Officer will be compensated at the level of civil servant and the expectation is that with the end of the support from ESIP, s/he will become a civil servant of DQSAL/MEST subject to good performance. All terms and conditions for this assignment will be described in the contract.

The ICT/System Administration Officer will keep accurate records of his/her time spent on the Project and his/her expenses (as authorized in the contract). Prior to each payment, ESIP Project Coordinator, based on the assessment of the Head of the DQSAL, needs to approve the quality of the wok carried out by ICT/System Administration Officer. S/he will communicate on a regular basis with the ESIP Project Coordinator and MEST General Secretary.

1. **QUALIFICATION AND REQUIREMENTS**

* Bachelor’s Degree in Information Technology.
* At least 3 years of experience working in the relevant field of this assignment.
* In depth understanding of diverse computer systems and networks.
* Good knowledge of internet security and data privacy principles.
* Ability to carry-out and/or lead multiple tasks effectively while meeting deadlines.
* Ability to work under pressure.
* Good interpersonal and communication skills.
* Demonstrated high ethical standards and ability to safeguard the integrity of sensitive testing materials and processes.
* Good interpersonal and communication skills, preferably with proficiency in English.

The Ministry of Education, Science and Technology now invites eligible individual consultants to indicate their interest by submitting the CV and the Cover Letter. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank’s [*Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers*](http://www.worldbank.org/html/opr/consult/contents.html) dated January 2011 revised on July 2014(“Consultant Guidelines”), setting forth the World Bank’s policy on conflict of interest.

A Consultant will be selected under the provisions of the World Bank’s Guidelines for the Selection and Employment of Consultants, January 2011, revised on July 2014, based on the method of Selection of Individual Consultants (IC), Time Based contract. **A written test and interview will be used during the selection process.**

Further information can be obtained at the address below during office hours ***i.e. 08:00 to 16:00 hours*.**

A CV and a Cover Letter must be delivered in a written form to the address below (in person or by e-mail) by **16:00 on 04 March 2020.**

Project Coordination Unit – PCU

Address: Agim Ramadanin.n

Ministry of Education, Science and Technology, Office 309.

10 000 Pristina, Kosovo

E-mail: [esip.procurement@gmail.com](mailto:esip.procurement@gmail.com)

1. More information regarding the Project can be found at:

   <http://documents.worldbank.org/curated/en/823281467991937253/pdf/PAD1015-PAD-P149005-IDA-R2015-0232-1-Box393188B-OUO-9.pdf> [↑](#footnote-ref-1)
2. The Kosovo Education Strategic Plan (KESP) and the Law on Pre-University Education is Kosovo include the objective of establishing a Kosovo Curriculum, Standards and Assessment Agency (KCSAA). [↑](#footnote-ref-2)