

## Terms of Reference and Scope of Services

<b>Position:</b>	Part-Time Senior System Administrator
<b>Reports to:</b>	Public Investment Management (PIM) Unit Director
<b>Period of Performance:</b>	Part-time up to 50 working days within one year contract.

### Background:

The Reform Secretariat at the Ministry of Planning and International Cooperation (MoPIC) was established in November 2019 to coordinate, support, and drive the implementation of reforms under the Reform Matrix. Additionally, the Reform Secretariat provides necessary technical assistance and capacity building to government agencies to support and expedite the implementation of reforms.

The Reform Secretariat oversee the implementation of the Reform Matrix; ensure reforms are designed in consultation with stakeholders; report to the Government of Jordan (GoJ) and development partners on progress; and coordinate between GoJ entities and development partners to ensure implementation and alignment of donor programs with national priorities. Furthermore, the Reform Secretariat will produce and disseminate information and communication materials to inform all target groups, including the private sector and the public, of the progress of implementation and the impact of reforms.

The Reform Matrix consists of twelve pillars:

PILLAR 1: FISCAL POLICY

PILLAR 2: PUBLIC SECTOR EFFICIENCY AND GOVERNANCE

PILLAR 3: ENABLING BUSINESS AND INVESTMENT ENVIRONMENT

PILLAR 4: TRADE FACILITATION

PILLAR 5: ACCESS TO FINANCE AND CAPITAL MARKET

PILLAR 6: GENDER AND LABOR MARKET DEVELOPMENT

PILLAR 7: SOCIAL SAFETY NETS

PILLAR 8: TRANSPORTATION SECTOR

PILLAR 9: ENERGY SECTOR

PILLAR 10: WATER SECTOR

PILLAR 11: AGRICULTURE SECTOR

PILLAR 12: TOURISM SECTOR

### Position Context:

As part of a comprehensive structural reform program, the Government of Jordan has adopted a Public Investment Management (PIM) - Public Private Partnerships (PPP) framework. This framework aims to implement the required changes to the institutional arrangements and processes to ensure the effective implementation of respective legislations.

In June 2016, the Public Investment Management (PIM) Unit was established at the Ministry of Planning and International Cooperation (MOPIC) along with a Governance Framework for PIM/PPP decision making. As such the PIM Unit at MOPIC is responsible for overseeing all public investments according to standards set by the PIM/PPP framework, in accordance with Public-Private Partnership Projects Law No. (19) of 2023 and associated bylaws, as follows:

- National Registry of Investment Projects (NRIP) No. (8) of 2024
- Public-Private Partnership Projects Regulation No. (9) of 2024
- Public-Private Partnership Projects Account Regulation No. (10) of 2024

Accordingly, a National Register of Investment Projects (NRIP) platform was developed. Both Public Investment Projects (PIPs) and PPPs shall be registered in the NRIP. New projects are selected through appropriate methodologies and selection criteria which will provide comprehensive data for all government investment projects, as well as preserve, archive, and organize documents studies, and reports for these projects.

The registry will also determine priorities and monitor performance indicators during various stages of the project with the overall goal of improving the quality of outputs and achieving developmental goals in line with outlined financial costs and approved timelines to better manage and control public expenditures.

### **Main Functions:**

The Part-Time Senior System Administrator will play a critical role in ensuring that NRIP operates efficiently in a sound and coherent manner, as per the contract signed with the developer, while keeping the policy reforms as a main guiding path to be implemented effectively and translated into enforceable measures, in order to strengthen legal and institutional frameworks to support Jordan's broader reform agenda.

S/he will serve as a technical expert in the area of system administration for complex operating systems and will have the responsibility to provide technical support to MOPIC and line ministries to define application issues and challenges, while ensuring the best possible solutions and procedures are applied. This role will be instrumental in ensuring that development of the system, assets, build solutions, amend PPP part, integration with other government systems, and provide written follow-up reports on periodic meetings with developer as well as other entities.

### **Responsibilities:**

The Part-Time Senior System Administrator will be responsible for the following key tasks, as assigned:

- Provide High-Level support and guidance needed throughout the implementation duration of the NRIP electronic platform.
- Provide reports on the overall implementation of the system contract.
- Define application problems by conferring with clients and evaluating procedures as well as processes, and develop solutions by studying information needs and preparing and evaluating alternative workflow solutions.
- Study systems flow, data usage, work processes, investigate problem areas, and follow of the software development lifecycle.
- Prepare and demonstrate solutions and necessary documentation (flowcharts, layouts, diagrams, charts, code comments and clear code).
- Responsible and accountable for the coordinated management of multiple related projects directed toward business and other PIM unit objectives.
- Respond to the developers' inquiries, especially related to the technical part.
- Assist in the design of system specifications, standards, and programming.
- Provide advice with regards to contract administration and implementation, management of stakeholders, and administration of NRIP Desk Service Support and Ticketing System.
- Assist in implementing computer system requirements by defining and analyzing system problems, designing and testing standards and solutions.
- Collaborate with Business Analysts, Project Leads and IT Team to resolve issues and ensure solutions are viable and consistent.
- Work collaboratively with others to achieve goals and collaborate with team to brainstorm solutions to issues arising.

- Create ETLs and perform data migration activities and carry-out other technical related duties that may be required.
- Design and implement monitoring, configuration management and reporting functions that will make a hands-off environment.
- Respond to emergency situations effectively, timely and provide after-hours support for infrastructure related emergencies, as well as occasional weekend maintenance.
- Assist with hardware, firewall, telecom and software vendor evaluation, recommendation, and negotiations.
- Recommends the redesign and configuration of operating systems and system applications as needed.
- Involved in a wide range of security issues including use of Cyber Security tools, whitelisting and blacklisting activities.
- Build credibility, establish rapport and maintain communications with stakeholders at multiple levels, including those external to the organization.
- Align program scope with strategic objectives and make recommendations to modify programs with the aim of enhancing effectiveness.

### **Qualifications:**

- Master's degree in Computer Science, Data and Information Management, Advanced Statistical Analysis, Information Technology, Software Engineering or any relevant field from a recognized university.
- At least 10 years' experience as System Administrator or other similar job related to data management, database development and archiving, including use of web-enabled platforms and common statistical analysis tools.
- An experience in Monitoring and Evaluation or Monitoring and Evaluation systems designs.
- Good experience in database design, data quality and integrity, and database performance issues.
- Strong experience in Microsoft SQL server.
- Certifications in VMWare, Microsoft Windows Server, MCSA, Microsoft SQL, Oracle, etc. are preferred.
- Good knowledge of at least one scripting language.
- Manage server virtualization technologies like Microsoft HyperV/Virtual Server.
- Advanced troubleshooting skills and hands-on experience with various operating systems with the ability to plan, organize, configure and document complex system design activities.
- Effective project management techniques, principles and practices of effective management and supervision.
- Strong communication and documentation skills and ability to communicate technical/complex information both verbally and in writing.
- Highly motivated with excellent interpersonal and team skills with the ability to work under pressure and to tight deadlines.
- Prior experience with management of data is highly desirable.
- Proven track record in working on a similar government or donors platform is preferred.
- Appropriate client relationship management skills are essential.
- Competent and dedicated person that can be reached for feedback.
- Strong writing, communication, and interpersonal skills.
- Flexible under pressure and in response to changing needs.
- Excellent communication and writing skills in both English and Arabic.