

Kosovo: Kosovo Digital Economy (KODE) Project

TERMS OF REFERENCE

IT System Administrator for KREN

(Ref. No. KODE/IC/2.2.4.c/2023)

BACKGROUND

The Government of Kosovo has secured support from the International Development Association (IDA) (hereinafter ‘the Bank’) for a Kosovo Digital Economy (KODE) Project. The KODE Project aims to improve access to better quality and high-speed broadband services in project areas and to online knowledge sources, services and labor markets among citizens, and public and academic institutions.

The Project is structured along three components: Digital Inclusion, Digital Work and Empowerment, and Project Implementation Support. Two substance components of the Project are outlined below.

Component 1: Digital Inclusion component will support digital inclusion through: (a) the expansion of digital connectivity through the co-financing of deployment of high-speed broadband connectivity in areas that have been identified as not connected or underserved, and (b) improving of the enabling environment for wireless broadband services, through the deployment of the National Spectrum Monitoring System (NSMS).

Component 2: Digital Work and Empowerment will support the Youth Online and Upward (YOU) Program and increased access to knowledge, information and online services through subcomponents:

2.1 Youth Online and Upward (YOU) Program

provision of training for young people and their connection to online working opportunities.

2.2 Increasing Access to Knowledge, Information, and Services

Provision of support to (i) set up a ***Kosovo Research and Education Network (KREN)*** to improve access of students, professors and educators of ***Higher Educational Institutions (HEIs)*** in Kosovo to knowledge, research networks and (ii) connect KREN to the GEANT network.

The present Terms of Reference concern to the subcomponent 2.2 of the Project - Increasing Access to Knowledge, Information, and Services. More specifically, to the management of KREN network infrastructure. For more detail about KREN, you can find at: www.kren-ks.eu

OBJECTIVE OF THE ASSIGNMENT

The KODE/ME intends to hire an **IT System Administrator**, hereinafter “the Consultant”, who will participate in activities related to operating KREN Azure Hybrid Cloud infrastructure – VM, hosting services, web apps, IAA platform (Identification Authentication and Authorization), MySQL, storage management and KREN web page management.

The accomplishment of these activities shall be done in coordination with the Digital Work and Empowerment Coordinator of the Component 2 in a timely, effective, efficient, and results-oriented manner.

SCOPE OF WORK

The Consultant will be responsible for working with Azure platform services dedicated to HEIs needs - implementing various software products and designs, building and deploying internal applications that support internal processes related to KREN operations, working and coordinating activities (with the KREN team) related to daily duties and providing support for KREN strategy in the technical aspect.

DUTIES AND RESPONSIBILITIES

Principal functions of the Consultant will include, but are not limited to:

- Monitor functioning of existing hosting service of KREN web page, coordinate updates and upgrades with responsible staff.
- Deploying VM machines, scaling, creating images, etc.
- Participate in activities with the internal KREN team in developing long term systems vision, strategy and delivery roadmaps.
- Management and implementation of various AZURE software products and designs
- Building and deploying internal applications that support internal business processes related to KREN operations.
- Manage servers and technology tools.
- Providing designs and solutions according to HEIs needs and requested solutions for education and collaboration – within AZURE Stack and Azure platform.
- Creating hosting and MySQL services on Azure platform.
- Monitor and provide technical support to other staff about existing IAA platform.
- Monitor and manage activities related to EduGAIN service.
- Follow safety recommendations and upgrades in accordance with recommendations.
- Other duties related to the above-mentioned activities which can be related to the daily work.
- Offer technical support and training for staff.

REPORTING OBLIGATIONS

The Consultant will report to and work under the direction of the Digital Work and Empowerment Coordinator of the Component 2. S/he will deliver monthly progress reports on her / his activity and any other ad hoc reporting requirements in coordination with the Project Director and Project Coordinator.

QUALIFICATONS

- Bachelor's degree in relevant field required in the field of Computer Science or other related academic fields (master's degree will be advantage)
- 2+ years of experience as a system administrator or experience in similar fields.
- Knowledge of Linux operating systems, ubuntu or similar will be advantage.
- Certificates for Azure Active Directory or other Azure Services will be advantage.
- Skills to communicate and draft various kinds of project documentation and reports.
- Interpersonal, written, and oral communication skills, graphical presentation of ideas and data processing concepts.
- Knowledge of server infrastructures, storage systems, virtualization technologies.
- Knowledge of databases and database management.
- Experience working in a team-oriented, collaborative environment with problem-solving tasks and responsibilities.
- Driving license and to be able and willing to travel throughout Kosovo.
- Fluency in Albanian and English. Knowledge of the Serbian language is an advantage.
- Independence in work but still with experience in teamwork.
- Strong self-learning, self-initiative and motivational skills.

TERMS OF THE ASSIGNMENT AND DURATION OF THE CONTRACT

- The contract is for an initial period to May 31 2024 with a 3 (three) month probation period, at which time the performance of the consultant shall be evaluated.
- The remuneration will be paid monthly.
- The Consultant will be offered opportunities to develop professionally by attending relevant training events and courses over the duration of the contract.
- KREN infrastructure is unique hybrid cloud infrastructure in Kosovo and in the region, hence the Consultant will have the opportunity to attend various trainings, workshops, technical forums dedicated for HEIs members and KREN staff.
- KREN will organize special and professional trainings for staff to further improve and acquire the necessary knowledge, **especially trainings and certifications related to Azure cloud services.**
- It is required that the Consultant would start with work its position immediately.
- The Consultant shall be engaged on a **full-time basis** for the duration of the Project.

SELECTION PROCES

The selection of the Consultant will be carried out in accordance with the World Bank's Procurement Regulation for Investment Project Financing Borrowers for Goods, Works, Non-Consulting and Consulting Services, July 2016 Revised November 2017.

PLACE OF EMPLOYMENT

Place of employment is in Prizren at:

Innovation and Training Park (ITP), Ukë Bytyçi str. 20000 Prizren, (ex KFOR Military Base Camp in Prizren).