
TERMS OF REFERENCE

MIS Specialist – Shared Services Unit (SSU)

Khyber Pakhtunkhwa Revenue Mobilization & Public Resource Management Program

Background

The World Bank has a strong and growing portfolio in Khyber Pakhtunkhwa (KP). Project implementation is usually undermined by the shortage of experienced staff to manage cross cutting core project functions. At the same time, there has been a proliferation of Project Implementation Units (PIUs) each competing for the limited number of experienced staffs. This has resulted in delays in project implementation and disruption in implementation as project staff seek attractive offers in other projects.

To provide high quality cross-functional support to WB-financed projects and to continue strengthening capacity for project implementation, the Government of Khyber Pakhtunkhwa (GoKP) and the World Bank have agreed to establish a Shared Services Unit (SSU).

Objective

The SSU will provide technical support to projects and facilitate linkages across projects with appropriate authorities responsible for execution. It is expected that centralizing cross cutting project management functions and expertise would remove the need for recruitment of these specialists each time a project is under preparation, and thus improve implementation readiness. It would also reduce opportunistic hiring of project staff from existing projects and therefore improve portfolio performance, strengthen the use of country systems, consolidate project management, standardize remuneration for project staff, increase quality control and enhance coordination among key stakeholders for improved project performance.

Structure and Staffing of the SSU

The SSU will be led by a Director and provide centralized cross-functional support to both pipeline and portfolio projects in financial management, procurement, social and environmental safeguards, monitoring and evaluation (M&E), and communication.

The SSU will be staffed by qualified professionals in core cross-cutting project management functions as described above. Each staff is expected to support multiple projects unless otherwise determined. Additional staff may be hired as needed based on requirements for new competencies or short-term technical guidance, e.g. procurements for highly complex project or safeguards requirements in high risk projects. The SSU Director will be responsible for placing appropriate staff to support projects.

Scope of Work and Activities to Be Undertaken:

The MIS Specialist will assist and advise the Coordinator PMU in carrying out IT functions in accordance with the World Bank Guidelines. Following would be IT related duties and responsibilities:

- i. Develop and document comprehensive Information Systems for information and communication technology related required to be put in place to support program objectives,
- ii. Determine the resources required for implementation of technology architecture,
- iii. Develop implementation plan for systems developed in house or out sourced, set priorities for systems development based on the strategic objectives and IT opportunities identified by management; and specify tentative implementation schedules,
- iv. Monitor day-to-day implementation of the program activities, analyze problems that hamper their implementation and advise the coordinator on appropriate measures to ensure timely delivery of required outputs and achievement of measurable results related to Information and Communication Technology,

- v. Strengthen capacity of government and program officials on ICT issues and their preparation towards ICT usage at all levels through development of various training modules and reference materials,
- vi. Participate in database design, prototyping, development, testing and deployment of front end applications by identifying, understanding and developing user requirements,
- vii. Map the flow of data and reports to implement automated solutions and process,
- viii. Develop technology frameworks/tools to assist in program and impact assessments, work progress and project data analysis, providing also recommendations for improvements to current processes/offerings,
- ix. Manage staff and contractors involved in the delivery and maintenance of the technology platform, liaising also with mobile operators, content providers, technology vendors, government and project stakeholders to ensure proper configuration and management of the platform
- x. Develop terms of reference and scope of work of the system assessments envisaged under the program; to assess the quality of the undertaken assessments and to provide operational recommendations for further systems' integration and development including identification of other target databases, institutional strengthening and hardware procurement investments etc,
- xi. Timely follow-ups on actions agreed with the World Bank Group Task Team,
- xii. Other duties to be performed as per the requirements,

Profile /Qualifications

- i. Master's degree in Computer Sciences / MIS / Computer Engineering/ IT or relevant discipline. MIS related qualification/certifications will be accorded due weightage
- ii. At least 10 years' experience in IT field preferably project management, after acquiring stipulated qualification, at the national level or with the International Organizations / Donor projects. (including the Public sector ICT solutions);
- iii. Experience of public sector and donor funded projects is highly desirable
- iv. Excellent report writing skills.
- v. Demonstrated capacity to work in teams with colleagues and collaborators of different disciplines and national and cultural background.
- vi. Written and oral fluency in English is required. Proficiency in, Pashto and Urdu shall be accorded due weightage
- vii. Demonstrated Computer Skill (Proficiency in using computer desktop application MS Office (Word, Excel, and Power Point).

Reporting

The MIS Specialist will work in SSU operations to perform the assigned tasks and will report to the Director.

Duration of Assignment

The contract will be initially for one year extendable up to project life based on satisfactory performance