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**TERMS OF REFERENCE**  
**“INFRASTRUCTURE HARDWARE SPECIALIST”**  
**Transformation Management Office (TMO)**  
**Khyber Pakhtunkhwa Revenue Mobilization & Public Resource Management**  
**Program, Finance Department**  
**Government of Khyber Pakhtunkhwa**

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## **Background**

The Government of KP as part of its digital transformation initiative, intends to automate document and file management within the ministries as a first step towards digital governance. The key aims of the transformation exercise are:

- Minimize the use of paper, in a phase-wise manner, eventually transitioning to paperless governance model.
- Improve productivity, efficiency and transparency of government departments through an automated file management system.
- Improve efficiency of interaction between local, provincial and federal government entities through the automated file management system and use of secure, innovative Information and Communication Technologies (ICT) solutions, including Video Conferencing, email services, shared drive/cloud-based storage facilities, etc.; and Improve decision making through data driven governance.
- Create functional and system requirements specifications documents around the recommended changed processes.
- Training Needs Assessment to understand the current state of digital skills and the subsequent trainings required for adaption of technology initiatives.

The Transformation Management Office (TMO) will be established for all transformation related resources for effective monitoring, coordination and governance placement of technology implementations. The TMO office will be composed of executives and representative officials from Chief Minister Delivery Unit, KPIT Board, ST&IT and consultants. The office takes overall responsibility for deriving the program including effective coordination and preparatory aspects within KP government departments, oversight of implementation vendor, timely coordination of relevant trainings and legal ramifications which may rise out of changes. The office will define job roles and their descriptions to fill appropriate gaps, assign ownership for effective oversight and monitoring. Any onboarding of the required resources to manage a large-scale implementation within KP should also be overseen by such an office. The IT Change management and the People part to emerge out of such an implementation will require effective coordination and meticulous planning for departmental roll outs and preparedness of people and technology assets. This should be all coordinated from within a single workspace.

## **Project Development Objective**

In line with KP Digital Policy 2018-2023 improving institutional capability of the provincial government to deliver better public services, improve accountability, productivity and

efficiency with better citizen engagement remove paper based processes, improve communication through technology etc.

### **Scope of Work**

The Infrastructure Hardware Specialist will be based in Transformation Management Office (TMO) and shall be responsible for the project on the related aspects but not limiting to the following:

- Assist in devising proper hardware sizing for the infrastructure to be procured.
- Ensuring high availability of solution to the end users using the tools and techniques adopted for the 24/7 availability of the systems.
- The resource will troubleshoot the issues related to the system availability, look into the fault tolerance and plan for the backup and disaster management and recovery.
- Assist data center in placing the procured hardware by housing it in the Primary and Secondary sites, installing required utilities and patches to make it ready for the system implementers.
- Lead implementation of the SLA terms and conditions around her/his responsibilities regarding infrastructure/ hardware management.
- Any task as assigned.

### **Qualifications and Experience**

- Degree in Computer Science, Information Technology or any related field (sixteen years of education). Weightage will be given to the relevant certification
- At least 05 years of relevant experience; after acquiring stipulated qualification.
- At least 01 year of experience in high availability design.

### **Duration of Assignment**

The initial contract will be for (12) months extendable on satisfactory performance.

### **Key Working Relationship:**

Directly Reports to: IT Project Manager

Indirectly Reports to: Director Technical, KPITB

Supervises: N/A