# Text Description automatically generated with low confidenceFederal Government of Somalia Ministry of Finance

**Terms of Reference for Information Communication and Technology Specialist (ICT Specialist)**

|  |  |
| --- | --- |
| **Post Title** | **ICT Specialist** |
| **Project** | Somalia Capacity Enhancement, Livelihoods, and Entrepreneurship through the Digital Uplift Program (SCALED-UP) |
| **Individual/Firm** | Individual |
| **Reporting Line:** | Reporting to the CEO |
| **Employment Status:** | Part-Time |
| **Duration** | One-year contract (Renewable) subject to terms and conditions |
| **Duty Station** | Mogadishu, Somalia |

# Background Information about Gargaara

The Federal Government of Somalia has received financial assistance from the World Bank (WB) to carry out the Somalia Capacity Enhancement, Livelihoods, and Entrepreneurship through the Digital Uplift Project (SCALED-UP).

Gargaara is a wholesale financing facility supported under SCALED-UP, established in 2019. It is registered with the Central Bank of Somalia and licensed by the Ministry of Commerce and Industry. Gargaara is set up to be the leading APEX financial institution in delivering financial development and financial inclusion for Somali MSMEs. Gargaara offers wholesale finance to Participating Financial Institutions (PFIs). Gargaara operates under commercial terms and conditions, including market-based pricing. PFIs in turn on-lend Gargaara funds to Somalia’s Micro, Small, and Medium Enterprises (MSMEs) in selected economic sectors. It also offers technical assistance to PFIs and plans to roll out additional support services to MSMEs.

Gargaara works closely with Somali financial intermediaries and Development Financial Institutions (DFIs) to expand commercial access to finance for businesses and, ultimately, improve the lives and livelihoods of ordinary Somalis. Gargaara has disbursed a total of USD 13 million to seven PFIs.

Gargaara is inviting qualified, experienced, self-driven, and highly motivated individuals to apply for the position of an ICT Specialist to support the process of acquiring and deploying a Financial Grant Management System (FGMS), and provide day-to-day IT support to Gargaara’s operations, among other tasks. The goal of the FGMS is to ensure seamless flow of communication and effective reporting for Gargaara.

The objectives of this assignment are:

* To ensure Gargaara effectively implements the FGMS. This objective includes coordinating with the FGMS contractor on the effective implementation/rollout of the system. The ICT Specialist will do this by offering technical advisory support, quality assurance, and monitoring of the project activities to ensure successful development and deployment of the system.
* To ensure all Gargaara ICT concerns are articulated and addressed. This activity includes ensuring all information and communication channels are effectively operational.
* To advise, recommend, and support Gargaara in review and adoption of ICT systems.
* To train Gargaara team on the use of the various ICT systems available.

# Job Description

The ICT Specialist will maintain and improve the technical systems of the company to ensure all employees have the technology they need to complete their work, and that the organization’s important files and information remain safe and intact.

The ICT Specialist will have the following specific responsibilities:

* Support the implementation of the FGMS:
  + Provide technical expertise and support during the phases of development, enhancement, and maintenance of the FGMS.
  + Monitor and assess the performance of the FGMS during the implementation, identify areas of improvement, and necessary enhancements, as required.
  + Support change management efforts related to FGMS implementation, ensuring that stakeholders are informed and engaged in the process.
* Implement ICT security measures:
  + Monitor security certificates and company compliance with requirements.
  + Setup and maintain the antivirus program and other security applications.
* General ICT support:
  + Provide advisory and technical support to Gargaara by ensuring the security, integrity, and reliability of relevant ICT Systems data and processes.
  + Provide technical support to company staff and troubleshoot ICT-related issues (e.g. install and update company software and hardware as needed; configure the devices related to the connectivity; Ensure backup functionality is effective and updated).
  + Contribute to project management by engaging in tasks such as identifying and mitigating ICT-related project risks, ensuring project delivery quality, and overseeing allocated resources.
  + Coordinate with other project ICT stakeholders to ensure seamless integration of ICT systems with broader project objectives.
  + Train and deliver knowledge transfer to the users of the various ICT platforms/systems.
  + Keep and update the ICT inventory for Gargaara; participate and report on calculations regarding the cost of replacing or updating computer items.
  + Ensure the Gargaara website is updated by coordinating with the communication specialist.
* Carrying out other ICT-related tasks as assigned by the CEO and in line with the core duties of the position.

1. **Deliverables**

* Dealing with any potential or actual breakdowns of the MIS and other IT systems to ensure uninterrupted regular services to company stakeholders.
* Preparing and submitting a quarterly report on the company’s IT function, detailing its adequacy, shortcomings, improvements, challenges, and solutions.
* Conduct regular and demonstrable assessments of cyber security risks to the company system every month.
* Prepare and submit a list of IT license renewals for MIS, software, and IT-related services.

# Skills, Qualifications, and Experience

# A bachelor’s degree in information technology, computer science, or a relevant subject from a university, college, or higher education institute is required. A master’s degree in the fields mentioned above is an advantage.

# Demonstrated experience with cloud-based ICT systems.

# A minimum of five years of work experience providing ICT services for financial institutions.

# Experience designing and/or managing MIS for financial or service institutions.

# In-depth knowledge of best practices with data security, integrity, and reliability best practices.

# Fluency in Somali and English.

# Strong knowledge of developments in Financial Technology (FinTech) is a strong advantage.

# Excellent communication and social skills.

# Strong problem-solving skills and the ability to work in a collaborative team environment.

# Effective communication and training abilities to assist end-users in navigating the systems.