

National Recovery Program Bureau

Vacancy for ICT Officer

1. Background

Following the devastation caused by hurricanes Irma and Maria, the Government of Sint Maarten prepared a consolidated National Recovery and Resilience Plan (NRRP) that prioritizes immediate, short-, medium- and long-term needs for the recovery, reconstruction and resilience of Sint Maarten. This Plan includes estimates of the financial requirements, costs and investments that are necessary to build Sint Maarten back better.

Since January 2018, the World Bank has been assisting the Government of Sint Maarten in the establishment and implementation of a recovery and reconstruction program to implement the NRRP. A significant component of this program is financed through a Trust Fund financed by the Netherlands, managed by the World Bank and implemented by Sint Maarten.

2. National Recovery Program Bureau

In parallel to the establishment of the Trust Fund and the execution of the NRRP, the Government of Sint Maarten developed an institutional structure for the implementation of Trust Fund financed projects. This structure is materialized in the National Recovery Program Bureau (NRPB) and serves as the Project Implementation Unit (PIU) for Trust Fund projects for which the Government of Sint Maarten enters into a Grant Agreement. As such, the NRPB represents the Government of Sint Maarten vis-a-vis the World Bank in the implementation of Trust Fund financed projects.

All NRPB activities relate to projects or preparations thereof, approved by the Trust Fund Steering Committee, which consists of representatives from Sint Maarten, The Netherlands and the World Bank.

In its capacity of PIU, NRPB works closely together with the line Ministries in the preparation, coordination, execution and evaluation of the Trust Fund projects. In addition, the NRPB will be responsible for all reporting and fiduciary responsibilities towards the World Bank.

3. Role of the ICT Officer

The ICT Officer will serve as the responsible Officer for the entire NRPB ICT infrastructure and applications. In this role, the ICT Officer will support and advise the NRPB staff in responding to their inquiries, assess problems and issues with ICT equipment and applications, and help resolving these problems and issues.

4. Key Duties and Responsibilities

- One of the main duties is to handle issues from end users, either on the spot or remote. The ICT Officer takes detailed notes of the problem the user is experiencing, determine steps he can take to resolve the issue.
- Administration of the ICT infrastructure and equipment
- Ensure safety and security of all computerized data, information, files and documents.
- Setting up accounts for new users, removing accounts and transferring information from old/departing users
- Administration of the applications on the NRPB Microsoft Office 365 tenant: Exchange, SharePoint, Teams, OneDrive, Word, Excel, PowerPoint, etc.
- Provide support and training to staff for Microsoft 365 applications and all other IT applications.
- Offer support to incoming staff in setting up the necessary hardware and software to work within the NRPB
- Maintain close contact with and assist ICT suppliers when their support is needed
- Advise NRPB Management on ICT related issues
- Any other tasks related to this function that will promote the long term effective and cohesive conclusion of the recovery program.

5. Contract arrangements

The start date of the contract will be February 1, 2020 or soon thereafter. The contract duration will be 1 year with a probation period of 2 months. The successful candidate is expected to work full time within Philipsburg, Sint Maarten unless work requires for travel abroad.

The success of the ICT Officer will be judged by the Director of the NRPB, based on set deliverables.

Remuneration for this function is in accordance with the remuneration policy for civil servants on Sint Maarten and falls in scale 9 (ranging from US\$ 2.425 – US\$ 3.782, gross per month) Scaling is done according to education and relevant experience. Candidates with extensive relevant experience may qualify for up to an additional 25% upon their gross salary.

6. Qualification requirements

Minimum Requirements

- Bachelor's degree in Information Communications & Technology, **OR**
- Microsoft Windows Server Certified: MCSA/MCSE 2008 and/or 2012
- 4+ years' experience in ICT System Administration

Experience

The ICT Officer needs excellent technical and computer skills in the following areas:

- Microsoft Windows 10
- Microsoft Office applications (Outlook, Word, Excel, PowerPoint)
- Administering a Microsoft Office 365 tenant would be an advantage
- Microsoft Office 365 applications (Teams, Exchange, SharePoint, OneDrive) would be an advantage
- Administering ICT networks and VOIP would be an advantage

General Competencies

Service oriented attitude
Strong problem-solving skills
Possession of strong communication skills

7. How to Apply?

Interested candidates can send their CV by email ONLY to the email address stated below. Applicants should ensure that their CV is received before **November 15, 2019, 12h00 AST**. Any CV coming in after this date and time will not be considered.

In the subject line, clearly state the position you are applying for: ICT Officer

National Recovery Program Bureau
jobopportunity@nrpbsxm.org

The CV should clearly show the relevant experience and competences outlined in the terms of reference above.