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**R, Shiny, ArcGIS Support Specialist**  
**Terms of Reference**

1. **Purpose**

To troubleshoot, coach, train users on R, Shiny and ArcGIS (and potentially Python) user in compliance to SOPs. To develop and maintain materials for these activities and when required, administer R Shiny server.

1. **Background**

IMT develops systems and capacities to enable WHO and its technical units to deliver our public health agenda. We support our colleagues across WHO through projects that leverage 21st-century technology and improve efficiency. We ensure a coherent architecture, so current and future systems work together and remain sustainable.

This post operates within this architecture and the aforementioned technologies to comply to security, performance, usability and maintainability standards of IMT and the business units. It will require analysis of code and suggest improvements.

1. **Planned timelines**

Duration: 6 months (with 3 months’ probation period) – possibility of extension

Preferred start date: November 2019

FTE: 100%

***Notice****: There is no guarantee of continued and/or ongoing employment with WHO in any capacity following the end of this contract.*

1. **Work to be performed**

The consultant shall provide the following services for these technologies in compliance to a documented process/framework (eg response time limits, closure process)

1. Troubleshooting or serve requests via service desk tickets using WHO’s ServiceNow (SN) application
2. Conduct coaching or online clinics
3. Conduct onsite training/workshops
4. Develop and maintain information, learning materials, and templates
5. Administer R Shiny servers (and possibly ArcGIS) when required
6. **Expected Deliverable(s)**

In the conduct of the responsibilities of the Support Specialist, the key deliverables expected are the following, but not limited to:

1. Timely and efficient **responses** to queries for support
2. Periodic **service reports and recommendations** for ticket management, clinic, training and server administration
3. **Training materials** (new and updates) for these technologies
4. Updates to a **library of samples and templates** (code, shapefiles, maps)
5. Updates to the **information portal** for learners and developers
6. Updates to the **catalogue of products** in these technologies
7. **Specific requirements**

**Qualifications required:**

University degree in disciplines applying R or ArcGIS.

**Experience required:**

**\* Essential**

* Minimum 5 years of working experience of which at least 2 years involve ArcGIS deliverables (eg maps, shape/boundary modifications)
* Minimum of 5 projects experience in programming in R, with lead developer role in at least 2 projects
* Minimum 3 projects experience in programming in Shiny, with lead developer role in at least 1 project
* Experience in R Shiny server administration

**\*Desirable**

* Experience in the full software development cycle including requirements gathering, version and release management, UAT, technical, functional and end-user documentation
* Experience in deploying the scalable products for the public and for a secure audience
* Experience in using the above technologies with relational database systems
* Teaching experience in a classroom or online setting
* Experience in ArcGIS geodatabase and server administration
* Experience in applying R for ArcGIS, machine learning or AI
* Experience in applying Python with ArcGIS, for machine learning or AI

**Skills/Technical skills and knowledge:**

**\* Essential**

* Thorough and updated knowledge of R, Shiny and ArcGIS
* A solid understanding of development processes in these technologies
* A good sense of code quality
* Expert problem diagnosis and troubleshooting abilities
* Strong analytical and creative abilities; able to comprehend complex information and propose alternatives when applicable.
* Effective relationship builder with various stakeholders through communication, and negotiation
* Ability to promote best practices, advise on improvements, independently perform research, and apply information from a broad range of sources;
* Proactive, flexible, resourceful and able to work independently with limited supervision.
* Proven knowledge of R, Shiny server administration
* Knowledge of basic web application security

**\*Desirable**

* Working knowledge of maintaining maps geodatabases
* Proficiency in geospatial and statistical methods and analysis
* Knowledge of applying R with ArcGIS, for machine learning or AI
* Knowledge of third party tools for these technologies
* Knowledge of applying Python with ArcGIS, for machine learning or AI
* Working knowledge in ArcGIS server administration

1. **Language requirements:**

* Expert knowledge in spoken and written English.
* Basic knowledge in French is desirable, but not mandatory.

1. **Other Essential IT Skills**

* MS Office Suite (Word, Excel, Outlook, PowerPoint, etc.)
* MS SharePoint, MS Visio and a version/release management application are desirable

1. **Place of assignment**

WHO headquarters in Geneva, Switzerland

1. **Medical clearance**

The selected Consultant will be expected to provide a medical certificate of fitness for work.

1. **Total remuneration / Contract value**

The individual expert, will be paid at the current WHO Consultant P3 pay band and the estimated monthly remuneration will be approximately US $ 7,000 depending on experience. Cost for travel to Geneva will be covered by WHO and a living allowance will be provided for the duration of the stay.

1. **Travel**

WHO will not be responsible for tickets purchased by the Consultant without the express, prior authorization of WHO.

1. **Application process**

The application and all correspondence and documents relating thereto shall be prepared and submitted in English.

The application shall include the following:

• Applicant’s professional profile: Education, Areas of expertise and number of years of Experience, International experience, description of skills and competencies relevant to the assignment (please attach a resume and references).

• Statement of Interest: this document should detail the applicant’s motivations for the assignment, and how his/her experience can bring added value for the delivery of the service described above.

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| The applicant shall submit the complete application to WHO, in writing, no later than **11 October 2019 at 6pm CEST** (“the closing date”), by email at the following address: imtprocurement@who.int |

**This RFP is intended solely for individual consultant. Only Individuals having provided a complete application with all required documents will be considered.**