# TOR FOR IT USER SUPPORT FOR UNICEF HCMC OFFICE

| | |
|---|---|
| **Title** | Institution to provide IT user support for UNICEF Ho Chi Minh Office |
| **Purpose** | To contribute to smooth IT operation of the HCMO |
| **Location** | Ho Chi Minh City, Viet Nam |
| **Duration** | 12 months (1 Jan 2018 – 31 December 2018) |
| **Start Date** | 1 January 2018 |
| **Reporting to** | UNICEF's ICT Specialist |

## I. SUMMARY OF THE POST

The UNICEF Vietnam has a UNICEF Sub-office with 8 users in Ho Chi Minh City (HCMO) at Unit 507, Sun Wah Tower, 115 Nguyen Hue Boulevard, District 1, Ho Chi Minh City. We are looking for competent institutional service of IT Help Desk to provide fast and efficient technical assistance in accordance with UNICEF Global guidelines and instructions to ensure the smooth IT operation of the HCMO.

The IT contractor will work under direct supervision of the ICT Specialist based in Ha Noi and in close cooperation with the Programme Assistant based in HCMC to provide IT user support for all users and IT equipment maintenance at the HCMO. The contractor must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient to deal with difficult users.

The contractor will send IT technician(s) to come to the HCMO at least one time with 2 hours per week to provide IT support and do preventive checks and monitoring, including office IT equipment. When required, the IT technician(s) must be onsite within 30 minutes to support users for any issue related to IT, if remote support is impossible and impractical.

## II. KEY DUTIES AND RESPONSIBILITIES

In this role, the contractor will provide maintenance of the IT system in HCMO by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the UNICEF IT Unit in handling requests from HCMO team. You will be responsible for internal support of the HCMO's PCs, printers, and related equipment to ensure minimal down time and maximum staff productivity through effective services, infrastructure improvement, monitoring and compliance to standards. Tasks include end-user support, license tracking, and performing PC maintenance, upgrades and configurations. Key duties and responsibilities are detailed below:

**1. Timely and effective IT technical assistance and support for the users including software/hardware installation and operational support** Serving as the first point of contact for 8 users seeking technical assistance over the phone or email

- Performing remote troubleshooting through diagnostic techniques and pertinent questions
- Determining the best solution based on the issue and details provided by users
- Walk the users through the problem-solving process

- Direct unresolved issues to the next level of support personnel, where and when appropriate
- Pass on any feedback or suggestions by the users to the supervisor
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Assist with onboarding of new users
- Install, test and configure new workstations, peripheral equipment and software
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Perform timely workstation hardware and software upgrades as required

## 2. Timely and effective common IT support is provided related to UNICEF personal computers and peripherals

- Provides user support for UNICEF computers, printers and laptops/notebooks, docking stations, peripherals and handhelds. Resolves and closes all calls passed on from the first line, and, as necessary, seeks further support from third line, Subject Matter Experts (SMEs), or external vendors for resolution.
- Keeps the users informed of their calls' status as appropriate.
- Keeps ICT Specialist informed of notable trends, solutions, fixes, delays that are in effect and any new processes.
- Provides support for Conference room and Video Conference setup.
- Assists to plan and implement new IT initiatives or migration projects, including rollout of new installations, upgrades of hardware, software, or operating systems.
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Identify and suggest possible improvements on procedures
- Report issues to the IT unit for escalation

## 4. Assignments of additional duties and responsibilities are effectively performed.

- Performs other duties as assigned by the supervisor.

## III. REPORTING

The IT contractor reports to ICT Specialist based in Ha Noi

## IV. QUALIFICATION/SPECIALIZED KNOWLEDGE AND EXPERIENCE

## 1. Education

- Completion of Secondary education supplemented with formal training (at university level or equivalent) in Computer Science, or related discipline(s) with additional training in networking and telecommunication technology.
- Some industry-wide vendor certification in a technically relevant field an asset such as Microsoft, Cisco, etc.
- Computer literacy and ability to effectively use standard office software, tools and technologies.

## 2. Work Experience

Active in more than 190 countries and territories through country programmes and National Committees.
We are UNICEF, the United Nations Children's Fund.

**UNICEF Viet Nam,** Green One UN House**,** 304 Kim Ma, Ba Dinh District, Ha Noi, Viet Nam
**Tel:** (+84 4) 3.850 0100, **Fax:** (+84 4) 3.726 5520, **Email:** hanoi.registry@unicef.org **Web:** http://www.unicef.org/vietnam
**Follow us on:** www.facebook.com/unicefvietnam | www.youtube.com/unicefvietnam | www.flickr.com/unicefvietnam

- Two years practical work experience in information technology, as well as systematic methods of troubleshooting and analytical problem solving, providing assistance to users on IT products and services, and use of applications and diagnostic tools.
- Practical training in network operations.
- Fundamental working knowledge of TCP/IP in an Ethernet Local/Wide Area Network environment. Knowledge of Internet connectivity, Operating System MS Windows 7/8/10, Windows Server 2008/2012, routers and switches.

**3. Language Proficiency**

- Fluency in English is required. Working knowledge of another UN language an asset.
- Good communication skills.

**4. Others**

- Customer-oriented and cool-tempered
- Ability to follow instruction and procedures

**V. TECHNICAL KNOWLEDGE**

**1.  Common Technical Knowledge Required**

- Practical knowledge of network administration, data communications, telecommunications, hardware and software installation, service management, end-user assistance, preparation of end-user documentation and manuals.
- Proven experience as a help desk service provider or other customer support role
- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues

**2. Specific Technical Knowledge Required**

- Fundamentals of networking and communications.
- Knowledge of Internet connectivity, Operating System MS Windows 7/8/10, MS Windows Server 2008/2012, routers and switches.
- Knowledge of network architecture, security architecture, TCP/IP, Ethernet switches, routers, Microsoft Operating Systems, MS Windows 7/8/10, MS Windows Server 2008/2012, routers and switches
- Computer knowledge: MS Office 2013/2016 including Word, Excel, Outlook, Power Point, Visio

**3. Corporate Knowledge to be Acquired/Enhanced**

- Understanding of UN/UNICEF rules and regulations, business processes and procedures, including, UNICEF IT Security Policy, Standards and Electronic Code of Conduct.
- Understanding and keen awareness of trends and development in information technology fields (e.g., industry mainstream hardware, operating systems, software tools and utilities)
- Understanding of UN Mission and system; and International Code of Conduct
- Understanding of UNICEF Mission Statement and observance of UNICEF Guiding Principles.

Active in more than 190 countries and territories through country programmes and National Committees.
We are UNICEF, the United Nations Children's Fund.

**UNICEF Viet Nam,** Green One UN House**,** 304 Kim Ma, Ba Dinh District, Ha Noi, Viet Nam
**Tel:** (+84 4) 3.850 0100, **Fax:** (+84 4) 3.726 5520, **Email:** hanoi.registry@unicef.org **Web:** http://www.unicef.org/vietnam
**Follow us on:** www.facebook.com/unicefvietnam | www.youtube.com/unicefvietnam | www.flickr.com/unicefvietnam

## VI. TECHNICAL EVALUATION CRITERIA AND RELATIVE POINTS

| Technical Criteria | Technical Sub-criteria | Maximum Points |
|---|---|---|
| **Overall Response** | Completeness of response | 15 |
| | Overall concord between TOR/RFP requirements and proposal, including technical, company profile and financial proposal | 15 |
| **Maximum Points for overall response (1)** | | **30** |
| **Company and Key Personnel** | Reputation of Organization and Staff (Competence / Reliability) | 25 |
| | Quality assurance procedures | 20 |
| | Range and depth of experience with similar works | 25 |
| **Maximum Points for Company and Key Personnel (2)** | | **70** |
| **TOTAL Maximum (1+2)** | | **100** |

Only technical proposals score above 70 points are considered technically qualified and their respective financial proposal is evaluated. Weighted ratio between the technical and the price criteria: (70:30)

## VII. CONTRACT DURATION:

One year (12 months): From 01 January 2018 to 31 December 2018

## WIII. PAYMENT

Payment schedule: Quarterly payments will be transferred to the IT contractor after UNICEF receives valid invoices and certify the service provided satisfactory.

Active in more than 190 countries and territories through country programmes and National Committees.
We are UNICEF, the United Nations Children's Fund.

**UNICEF Viet Nam,** Green One UN House**,** 304 Kim Ma, Ba Dinh District, Ha Noi, Viet Nam
**Tel:** (+84 4) 3.850 0100, **Fax:** (+84 4) 3.726 5520, **Email:** hanoi.registry@unicef.org **Web:** http://www.unicef.org/vietnam
**Follow us on:** www.facebook.com/unicefvietnam | www.youtube.com/unicefvietnam | www.flickr.com/unicefvietnam