

TERMS OF REFERENCE

Position : National Information Technology and Communication Officer
Project Title : Cambodia Nutrition Project
Project ID : P162675
Duty Station : NCDDs (National Committee for Sub-national Democratic Development Secretariat)
Duration : 1 year contract (with annual performance review and renewable contract)
Contract Type : Individual consultancy contract (ICC)

A. BACKGROUND

The Cambodia Nutrition Project (CNP) is a flagship initiative of the Royal Government of Cambodia (RGC) co-supported by the World Bank Group (WBG), the Global Financing Facility in Support of Every Woman Every Child (GFF), Australian Department of Foreign Affairs and Trade (DFAT), the German Development Bank (KfW), and the Multi-Donor Trust Fund of the Health Equity and Quality Improvement Project (H-EQIP MDTF). The implementation of CNP will span over five years (2019-2024) costed at US\$53 million to improve utilization and quality of priority maternal and child health nutrition services for seven priority provinces in Cambodia.

The development objective of the CNP is to improve utilization and quality of priority maternal and child health and nutrition services for targeted groups in Cambodia. These priority services are aimed at reducing neonatal mortality, improving maternal and child nutrition, and improving routine immunization coverage. The priority services were defined in accordance with the expectation of the Royal Government of Cambodia (RGC) to converge interventions with known effectiveness to increase sustainability and efficiency of RMNCAH-N financing. Targeted groups include pregnant and lactating women and children in the first 1,000 days of life living in 302 C/S of 49 DMAs located in 7 targeted provinces including Mondul Kiri, Ratanak Kiri, Kratie, Stung Treng, Preah Vihear, Kampong Chhnang, and Koh Kong provinces.

The Cambodia Nutrition Project has three main components:

COMPONENT 1: STRENGTHENING THE DELIVERY OF PRIORITY HEALTH SERVICES

- a. Subcomponent 1.1: Performance-based Service Delivery Grants (SDGs) to Improve Availability and Quality of Priority Services
- b. Subcomponent 1.2: Expanding Health Equity Funds (HEFs)

COMPONENT 2: STIMULATING DEMAND AND ACCOUNTABILITY AT THE COMMUNITY LEVEL

- a. Subcomponent 2.1: Commune/Sangkat (C/S) Service Delivery Grants (C/S-SDGs) for Women and Children
- b. Subcomponent 2.2: Building Capacities, Monitoring, and Verifying C/S-SDG
- c. Subcomponent 2.3: Project Management, Monitoring, and Evaluation for the NCDDs

COMPONENT 3: ENSURING AN EFFECTIVE, SUSTAINABLE RESPONSE

- a. Subcomponent 3.1: Strengthening the functional and technical capacities at national and subnational levels.
- b. Subcomponent 3.2: Development of a Comprehensive Social and Behavior Change Communication (SBCC) Campaign
- c. Subcomponent 3.3: Monitoring, Evaluation, and Adaptive Learning

NCDDS will develop ICT-based system for C/S-SDG assessment through tablets and smartphones used by PA and DMA assessor teams, independent verification agency, NCDDS and other project stakeholders. The C/S-SDG assessment platform and ICT equipment will be deployed and launched in 2022 to help C/S-SDG assessment and verification tasks. The daily technical support to end users on the C/S-SDG assessment platform and ICT equipment as well as promoting smooth inter-institutional communication channel is needed for NCDDS to rollout effective and efficient performance-based service delivery grant for CPWC and C/S-SDG assessment and verification. NCDDS is recruiting a qualified individual who have got study and work experiences in the information and communication technology to provide expert services and technical support to NCDDs on a day-to-day basis both at national and subnational levels. .

B. IMPLEMENTATION OF CAMBODIA NUTRITION PROJECT-COMPONENT 2

The consultant will be required to respect the following principles:

- Promote good governance and rule of law;
- Support and strengthen the health reform and decentralization and de-concentration agenda of the government;
- Encourage civic engagement;
- Promote transparency and accountability; and
- Ensure sustainable growth.

As the Implementing Agency for component 2 of the CNP, the National Committee for Sub-National Democratic Development Secretariat (NCDD-S), has overall responsibilities for operational aspects of the component 2 at the national and sub-national level including contract administration, financial management, capacity development, project performance monitoring and evaluation, C/S-SDG and CPWC rollout, quality of C/S-SDG assessment and verification and inter-institutional communication as well as for overseeing the implementation within the framework of decentralization and de-concentration reforms.

C. OVERALL DUTIES AND RESPONSIBILITIES

National IT and Communication Officer will be required to provide daily expert services and technical support to NCDDS to manage and maintain local administration network, database management system, C/S-SDG assessment software platform and CNP-C2's homepage to ensure that the system works well, and friendly used and information disclosure will be reached and shared to readers and end users. National IT and Communication Officer will also be required to support the CNP's targeted provinces, district and municipal administrations, especially PA and DMA assessor teams on ICT system, C/S-SDG assessment software platform and inter-institutional communication channel among NCDDS, project key stakeholders and sub-national administration to serve for C/S-SDG assessment and verification and virtual trainings, coaching, meetings and workshops.

D. SPECIFIC TASKS

National IT and Communication Officer is to work closely with NCDDS' C/S-SDG working group and NCDDs IT team to manage and maintain local administration network, database management system, C/S-SDG assessment platform and CNP-C2's homepage and to support and build capacity on ICT system for NCDDS, project key stakeholders and Subnational Administration with the following specific tasks:

- 1. Support for Local Administration Network and Database Management System**
 - Engage with NCDDS' IT team to manage and maintain office LAN, C/S-SDG assessment platform and server system.
 - Provide support of the management and maintenance of data management system on C/S-SDG assessment and verification for NCDDS/CNP-C2.
 - Provide support of consolidation and securing data and information on C/S-SDG assessment and verification for NCDDS/CNP-C2.
- 2. Support for the Development of C/S-SDG Assessment Software Platform**
 - Establish contact with ICT firm to follow up and consult any emerged issues and challenges in the development of C/S-SDG assessment software platform.
 - Consult with NCDDS' C/S-SDG working groups, NCDDS' IT team and project key stakeholders on technical aspect and options raised by ICT firm for the development of C/S-SDG assessment software platform.
 - Organize required consultative meetings and appointments between NCDDS and ICT firm for the software development-related tasks.
 - Provide feedback and comment on ICT technical aspects as a whole to NCDDS or ICT firm on the system development for friendly used by end users.
 - Regularly report the progress and operational issues and challenges on the system development to NCDDS' project manager.
 - Help facilitate and arrange relevant institutions for software testing and piloting and trainings delivered to users as proposed by ICT firm.
 - Collaborate with NCDDS' procurement focal point to manage ICT firm's contract, to track and record the progress of the assignment and prescribe time payment to the ICT firm by checking and verifying its results.
- 3. Support for Managing and Maintaining C/S-SDG Assessment Software Platform**
 - Provide support of the management and maintenance of C/S-SDG assessment platform that will be deployed and used by national focal points and PA and DMA assessor teams through laptop computers, tablets and smartphones.
 - Regularly update the troubleshooting or bugs or errors during application of the system to NCDDS' C/S-SDG working group, IT team and ICT firm for fixing and solution.
 - Provide key technical support of application of C/S-SDG assessment platform to end users such as application installation, application configuration, download and upload data, maintaining data, reviewing data, small self-operation and fixing...etc. and to collect feedback and comment to the system from end users for possible responses.
 - Provide C/S-SDG assessment platform update to end users based on required fixing and resolution in collaboration with IT team and ICT firm.
 - Help back up important data and soft code of C/S-SDG assessment platform in safe portal drives for next required use and recovery.
 - Take field visits to provinces and district and municipalities to provide direct technical support to end users who have faced the problem or difficulties to use C/S-SDG assessment platform.
- 4. Support for ICT System and the Application of C/S-SDG Assessment Software Platform**
 - Coordinate the needs of in-house ICT system support from national to sub-national administration such as technical aspect on the use of laptop, printer, projector, tablet, media device, internet device, software (C/S-SDG assessment software, windows, Microsoft Office, social media or web application...etc.) and other electronic equipment.
 - Help prepare required ICT system equipment and internet connection for virtual workshop, meeting and training at national and sub-national level in collaboration with capacity development focal point team of NCDDS.
 - Take field visits to provinces and district and municipalities to provide direct technical

support to end users who have faced the problem or difficulties to use C/S-SDG assessment software, ICT and internet equipment and other necessary office software.

- Provide the support of the management and update of the inventory of distributed project ICT equipment such as laptop computers, printers, LCD projectors, tablets and internet and media equipment under CNP-C2 to users at national and sub-national level in collaboration with procurement focal point and inventory officer of NCDDS.

5. Support for Inter-institutional Communication Channel and Information Disclosure

- Support for setting up, managing, maintaining and updating CNP-C2's homepage in official NCDDS website through the design of content including graphic and surface designs for the homepage and information disclosure in collaboration with IT team.
- Set up and manage groups of social media with sub-national administration and key stakeholders for inter-institutional communication for indirect technical support, information and document sharing, feedback collection and other required business.
- Provide support in posting CNP-C2's articles and other project important documents agreed by project manager and project director into CNP-C2 homepage for knowledge sharing and online documentation.
- In collaboration with NCDDS' C/S-SDG working group and NCDDS' IT team to develop regular information and communication articles and materials highlighting CNP-C2's activities.
- Help distribute information and communication materials for awareness-raising and outreach to sub-national administration and stakeholders such as posters, leaflet, flyer, calendar, and other ICT resources in collaboration with NCDDS' C/S-SDG working group and NCDDS' IT team.
- Help review drafted information and communication materials produced such as informational materials, job aid, coaching tools and civil engagement tools and materials.
- Conduct field visits to sub-national administration to capture photos and videos on CNP-C2's important activities and events such workshop, training, meeting, donors' mission and field visit and recording and keeping those in safe portal drives. This will also be required to provide technical support of communication problem and difficulties to SNA focal points.
- Perform other tasks as requested.

E. SUPERVISION AND REPORTING

The National IT and Communication Officer reports directly to CNP's Project Manager under the guidance and direct supervision of NCDDS' IT office chief. The Officer works closely on a daily basis with NCDDS' IT team as well as CNP/NCDDS team. The National IT and Communication Officer will prepare and submit monthly and quarterly progress reports on his/her tasks performed including upcoming monthly and quarterly plan to project manager and copy to IT office chief.

F. REQUIRED QUALIFICATIONS

The minimum qualifications required for the position of National IT and Communication Officer are as follows:

- Minimum of Bachelor of Science (BSC) in Information Technology or Computer Science or other related degree.
- Minimum on 3 years' relevant work experiences in information and communication and social media technology and security or a similar background preferably in national and International Organizations or private sectors at national level.

- Advanced experience with Microsoft Windows, Microsoft Office, Social Media or Web and Mobile Application, Local Administration Network (LAN), software maintenance and to be well familiar in application of digital platform such as IOS, Android, Microsoft, MIS and ICT materials as well.
- Ability to access inter-institutional communication and to build effective working relationships across diverse users of C/S-SDG assessment platform and ICT system.
- Well Experiences in ICT or digital system maintenance, website and homepage management and maintenance, server maintenance, counter cyber war or hacker and securing existing system of NCDDS/CNP-C2.
- Minimum knowledge and understanding of D&D reforms, Local Administration, Health System structure and working procedure of SNA including C/S level and ability to work within government system in Cambodia.
- Experiences in ICT or digital-hand-on training and coaching program.
- Excellent interpersonal communication and good behavioral performance
- Excellent native language and English proficiency in the four basic skills (reading, writing, speaking and listening).
- Ability to network with a range of agencies/stakeholders
- Willingness and ability to travel to difficult places