TERMS OF REFERENCE

CENTRALIZATION OF LEGAL SERVICES PROJECT (PROJECT TEAM)

IT ADMINISTRATOR

1.0 Services Required

The Government of Jamaica (GoJ), represented by the Ministry of Finance and the Public Service (MFPS), is seeking the services of a IT Administrator to provide expertise to assist the Centralization of Legal Services Transition Project Team in the transition, integration and the provision of ICT services to the Attorney General's Chambers (AG's Chambers).

2.0 Background

The GOJ has committed itself to fostering an environment fit for development and economic growth, in part by implementing a series of projects designed to increase public sector efficiency and effectiveness. The Master Rationalization Plan for the public sector outlines a number of initiatives intended to create a more effective resource management and accountability framework and strengthen the institutional capacity of key Ministries and Departments.

Over the years, the provision of legal services evolved with various Ministries employing their own Counsel and in some instances, establishing Legal Service Units (LSUs). Currently, coordination issues have arisen due to many factors, including a lack of formal guidelines as well as clearly defined standards and processes to ensure consistency in the quality of legal work being produced across Ministries and Departments. Moreover, lawyers in Ministries provide legal advice without consulting the AGC; hence it is difficult to know whether legal advice being given is uniform. While the various Ministries employ their own counsel, legal matters of significance require the AGC approval. The AGC therefore, has a responsibility to ensure that it maintains oversight of the legal advice provided to all branches of the State.

With centralization, all attorneys in Ministries will become AG's Chambers staff as their posts will be transferred to the Establishment of the AG's Chambers. They will however, remain co-located in Ministries to allow for timely delivery of legal services. Centralization will also involve the development of guidelines, policies as well as legal practice handbooks and manuals to support legal operations and it is expected that this will result in an improvement in the turn-around time for delivering Opinions to Ministries and Departments as well as consistency in the quality of outputs.

STRATEGIC PUBLIC SECTOR TRANSFORMATION PROJECT (SPSTP)

The Centralization of Legal Services project is part of the larger Strategic Public Sector Transformation Project.

The GOJ is the beneficiary of an investment loan from the World Bank. The Strategic Public Sector Transformation Project (IBRD Loan No.-8406-JM) will, *inter alia*, assist in strengthening of operating systems across the public sector.

The Project Development Objective (PDO) of the SPSTP is to strengthen public resource management and support selected public sector institutions in facilitating a more enabling environment for private sector growth. This activity will be funded under component three of the project.

Component III Adaptive Public Sector Approaches to Promote Fiscal Sustainability

This component will support measures to institutionalize the process of behavioural change to support new policy processes and provide just-in-Time Technical Assistance (TA) to take into account ad hoc needs of the government and to effectively take advantage of opportunities of intervention when they arise, enabling MOFPS to institute measures to bridge policy and implementation gaps revealed in the course of project implementation.

3.0 Assignment Objective

The purpose of the assignment is to support the Project Manager, ICT and the AG's Chambers in particular, in the daily operational management as well as to deploy a modern, upgraded IT

infrastructure, relevant service platforms and service level agreements to support the operations of centralized legal services.

4.0 Scope of Work

The successful transition to centralized legal services under the ambit of the AG's Chambers is heavily dependent on the successful upgrade and stabilization of that organization's ICT platform and systems. The purpose of the assignment is to support the AG's Chambers' overall Project Implementation Plan by assisting with the implementation of new software and hardware tools to support the workflow within a centralized headquarters and seventeen (17) off-site offices.

The IT Administrator will support the Project Manager, ICT, by undertaking a variety of administrative tasks designed to ensure that the AG's Chambers network infrastructure, systems security, service platforms, end user hardware and service level agreements meet the needs of the organization. The IT Administrator will assist with planning and documenting recommendations for upgrading, modernizing and stabilizing the AG's Chambers IT systems and platforms; and carry out required configurations and installations. The IT Administrator will also interface with the in-house and hosted environments to provision, manage, monitor, and decommission services.

At a minimum, he/she will be expected to:

- Work with the Project Manager, ICT and other key stakeholders to undertake and prioritize key systems upgrades;

- Conduct an analysis of computer systems to determine if existing components and architecture meet the company's needs for reliability and stability;

- Review computer systems to ensure that all aspects are operating efficiently.

- Assist in the design and development of disaster recovery plan

- Assess potential threats to the AG's Chambers, IT platforms and recommend options for mitigation

- Complete systems, hardware platform installs and upgrades

- Sensitization, initiation and training sessions with staff on the use / benefits of the upgraded platform

- Develop and IT capacity plan

- Develop hardware refresh policies, data backup and recovery procedures, recommend security incident management procedure

5.0 Deliverables

No.	Key Deliverables	Description
1.	**Inception Report and Work Plan**	Inception Report that provides a brief overview of the all systems, network, storage and hardware platform issues to be addressed along with a work plan. Submitted within two (2) weeks after contract signing
2.	**IT Platform & Upgrade Plan / Roadmap**	The Upgrade Plan must conform to accepted standards, identifying how and when the testing objectives will be achieved; clearly defining the deliverables, milestones, activities and resources required for successful task execution, and must at a minimum detail the following: • Future growth and platform changes anticipated • Categorize and prioritize potential upgrades • Timing of the upgrades and dependencies • Resources required and scheduling requirements • Upgrade path options and checklist • Provisions for disaster recovery and continuity of operations • IT platform / hardware upgrade or acquisition methodology and approach
3.	**Policies and Protocols**	[1] Develop policies and supporting procedures for (i) data backup and recovery, (ii) hardware renewal and refresh lifecycles, (iii) systems upgrade. [2] Complete hardware upgrades and installs
4.	**Systems Capacity Plan**	Develop an IT capacity plan to include all infrastructure components (end user hardware and software platforms, storage, network, connectivity, server) and hosted services.

5.	**Monitoring and Evaluation Report**	• Interface with the in-house and hosted environments to provision, manage, monitor, and decommission services; • Collect and report on IT usage stats; • Monitor service for SLA compliance • Post upgrade reporting
6.	**Monthly Progress Reports**	The officer will be required to submit monthly Progress Reports, summarizing: • the progress made during the period (i.e. planned vs. actual targets, etc.) • the proposed activities for the ensuing period • risks, challenges, gaps, and recommendations for addressing them • Provide recommendations to the Project Manager, ICT to implement platform, infrastructure upgrades and integration.

6.0 Reporting Relationship

The Officer will report to the Project Manager, ICT

7.0 Supervisory Responsibilities

None

8.0 Technical Expertise Required

• Bachelor's Degree from an accredited university in the field of computer science, information technology

• Three (3) years related work experience.

• Certifications in Microsoft Server 2008 R2 or Datacenter R2, CCNA, Cloud Services would be a distinct advantage

• Training in Microsoft server and cloud platforms, Cisco networking, firewall and security platforms.

Knowledge and Experience

• Working technical knowledge of in-house and hosted platform operating environments;

Centralization of Legal Service

- Working knowledge of current systems software, protocols, and standards, including Fortinet, Active Directory, MS Windows 2012 R2, TCP/IP, ITIL, ISO 27000, Business continuity;

- Strong knowledge of network administration, security, identity, and access management;

- Hands-on software and hardware troubleshooting experience.

- Three (3) years' experience with data management.

- Two (2) years' experience documenting and maintaining configuration and process information.

- Knowledge of applicable data privacy practices and laws.

- Working knowledge of private, public cloud or hosted operations.
- Managing the deployment and monitoring consumption of cloud-based resources.

Personal Attributes
- Proven analytical and problem-solving abilities.

- Ability to effectively prioritize and execute tasks in a high-pressure environment.

- Strong interpersonal and oral communication skills.

- Adept at writing and interpreting technical documentation and procedure manuals.

- Ability to conduct research into hardware and software issues and products.

- Ability to present ideas and solutions in user-friendly language.

- Keen attention to detail.

- Skilled at working within a team-oriented, collaborative environment.

9.0 Key Interfaces

9.1 Internal

Change Management Executive, Solicitor General, Deputy Solicitors General, Systems Administrator (AG's Chambers), ICT Unit, Director, Human Resource and Administration, Project Executive, Project Manager, ICT

9.2 External

Ministry of Justice`s ICT Team, ICT service providers, relevant government departments and agencies.

10.0   Work Conditions

The officer will be provided with office space at the AG's Chambers at the NCB North Tower, 2 Oxford Road, Kingston 5, including:

- Administrative support;
- Access to information and managerial/technical personnel;
- Any other assistance that may be reasonably required to undertake the duties identified in this Terms of Reference.
- Work outside of normal hours, long hours, weekends and public holiday in order to meet deadlines.
- Physically able to participate in training sessions, presentations, and meetings.
- Some travel may be required for the purpose of off-site system configuration and testing.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

Interested persons should forward their applications and curriculum vitae **NO LATER THAN February 22, 2019 to: -**

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The Procurement Specialist
Strategic Public Sector Transformation Project
Ministry of Finance & Public Service
30 National Heroes Circle
Kingston 4
Email: **spstp@mof.gov.jm**

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Centralization of Legal Service