

TERMS OF REFERENCE

MINISTRY OF FINANCE

SUBSIDY REFORM – INCOME TRANSFER PROGRAM

IT MANAGER

1. BACKGROUND

The Government of Maldives (GoM) is undertaking several fiscal reforms to alleviate the fiscal stress that has been increasingly impacting the fiscal sustainability of the country in the past few years. As such, the government has proposed key expenditure reforms, one of which is reforms on subsidy expenditure. With the aim of attaining fiscal sustainability and increasing the efficiency and equitable allocation of resources, the Ministry of Finance (MoF) is exploring changing the indirect subsidies to a more targeted direct subsidy mechanism, which is one of the key policy changes proposed in the Medium-Term Fiscal Strategy 2024-2026 as well. This initiative is being supported by the World Bank. While the overall subsidy reform policy and the design of the proposed direct transfer mechanism are being finalized, setting up the implementation and administrative systems required in place would be critical.

The National Social Protection Agency (NSPA) is mandated to administer and oversee social protection programs identified by the Government to protect Maldivian citizens from the effects of poverty. At present, NSPA administers multiple targeted and blanket financial assistance programs including medical welfare, allowances for disability, single parents and foster parents, and food assistance. In addition, NSPA has also been the lead implementing agency for emergency response programs such as the COVID-19 Income Support program. Similarly, NSPA will be leading the implementation of the targeted direct subsidy program as well.

The proposed program is a major shift in the usual operation and coverage of NSPA where the program intends to support up to 60% of the total population of the Maldives. In order to ensure NSPA's preparedness to manage this new targeted subsidy mechanism and the readiness of the social registry to target and provide support to the beneficiaries, MOF on behalf of NSPA is looking for a suitable IT Manager to manage the development cycle of the system as well as lead the technology team.

2. OBJECTIVE OF THE ASSIGNMENT

The IT Manager will function as the head of the Technology Team (TT) which will be responsible for identifying the stakeholder requirements, to manage the development team, ensure the design and development meets the identified requirements and defined development and data protection standards, to develop the training materials, implement a help-desk, and manage the overall rollout of the system to agreed time frames, set-up to manage the disbursement of the subsidy and other benefits based on the Social Registry using an ICT platform. The IT Manager will be responsible for coordinating and providing guidance to the IT Team, and also acting as the technical focal point for the software development team.

3. SCOPE OF WORK

This is a position for a staff responsible for overseeing and managing NSPA's Information Technology systems and unfolding projects. This position is responsible for coordinating the different project phases from conceptualization, design, development to implementation and maintenance within the organization and with the development partners, vendors and consultants.

The selected IT Manager will be responsible to:

1. Support to systems development for the direct subsidy program
 - Identify and develop requirements for the proposed system to manage the direct income transfer program and other social assistance programs managed by NSPA.
 - Prepare detailed plans for the entire development lifecycle including critical milestones and budgets.
 - Justify and prepare TOR and evaluation criteria for securing technology vendors, consultants and members for the technology team.
 - Define the required development standards and delivery acceptance standards.
 - Develop security standards, procedures, and guidelines for company platforms; assist with upgrading security protocols, as needed.
 - Provide inputs and guidance for the system documentation standards and training material requirements.
2. Support to implementation of systems development
 - Constant regular review of the work schedule (with internal/external vendors) and to take appropriate corrective action when deviations are identified.
 - Coordinate with the stakeholders and communicate the feedback to the development team.
 - Review and confirm deliverables for payments to software/hardware suppliers based on achieving the identified milestones.
 - Manage project risks and take advance action to mitigate the same.
 - Manage multiple vendors, consultants, programmers, and developers.
 - Develop training plans for internal staff and other direct stakeholders.
 - Actively engage and review the communication strategy for the system.
 - Testing the system and providing the sign-off to the developers.
 - Proactively identifying the ongoing risks and other vulnerabilities (including various security risks) and taking appropriate actions to mitigate the same.
 - Manage the on-going maintenance of the system with the support of the technology team.
 - Building the technology team to be capable of managing the on-going maintenance of the system.
 - Manage the on-going 'Change Requests' that may arise from time to time and provide a solution to the requesting stakeholders.
 - Manage the NSPA's Technical Team and ensure their readiness to accept the developed software and maintain the same.

- Build the capacity of the NSPA technology team to effectively manage the system.
3. Support to monitoring and reporting
- Constantly monitoring the performance of the System and security vulnerabilities for corrective action.
 - Generate reports as may be required from stakeholders on a regular basis.

4. REPORTING OBLIGATION

The IT Manager will work closely with the NSPA Technical Team on a daily basis and report directly to NSPA's CEO through the Project Manager.

5. DURATION OF THE ASSIGNMENT

The services of the IT Manager are required for 2 years, with the potential extension based on need and performance.

6. CONFIDENTIALITY AND CONFLICT OF INTEREST

The IT Manager undertakes to comply with Government of Maldives and World Bank's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The PM shall maintain confidentiality on all sensitive information obtained during the assignment and shall not publish wholly or in part the findings or such information, without prior written consent.

7. QUALIFICATION REQUIREMENTS

The selected candidate will possess the following qualification requirements;

- Master's degree in Information Communication Technology/ Computer Science/ Computer Science & Engineering/ Software Engineering/ Software Development with minimum 10 years of relevant experience*

*Work experience in any reputed organization (after graduation full-time work experiences will be counted) of which 3 years of professional experience in system analysis and software development is preferred.

- At least 2 years' experience in project management.
- A past similar assignment of same level and nature in a government or International Financial Institution project is highly desirable;
- Excellent analytical and presentation skills.
- Direct exposure to managing cloud infrastructure, front-end programming, PHP Laravel Frameworks, and MySQL database will be an added advantage.

- Knowledge in other areas like server administration, network administration and security aspects will be an added advantage.
- Certifications in project management or IT management such as PMP, ACP, CSM, ITIL, etc, will be an added advantage.
- High degree of computer literacy, and intermediate to advanced knowledge of Microsoft Office Package (Excel, Word, and PowerPoint) and Internet.
- Experience producing web-based platforms is an added advantage.
- Excellent report writing and good command of both spoken and written English and Dhivehi is required.

8. REMUNERATION

This position is based at the National Social Protection Agency.

The remuneration for this position shall be according to the National Pay Commission's Circular Number 13-NPC/CIR/2018/5.

The IT Manager is expected to report for work on weekdays from 0800 – 1600 hours other than public holidays and provide services for an average of 40 hours a week. The IT Manager may have to work extra hours in order to complete the tasks assigned to him/her and during travels, without any extra payments as such hours have been considered in the Remuneration Fee as stated above.

The IT Manager shall be paid a monthly Remuneration Fee of MVR 38,000 to MVR 43,700.