



PublicPrivate
Partnership
Commission

THE DIGITAL MALAWI PROGRAM PHASE I

DIGITAL FOUNDATIONS PROJECT

PROJECT NUMBER: **P160533**

THE MALAWI NATIONAL RESEARCH AND EDUCATION NETWORK (MAREN)

TERMS OF REFERENCE AND SCOPE OF SERVICES

FOR

THE CHIEF TECHNICAL OFFICER

DATED: DECEMBER 2017

1. BACKGROUND

The Government of the Republic of Malawi, in recognition of the critical role that ICTs play in fostering socio-economic development and empowering the poor, has undertaken a loan from the World Bank to implement an ICT Program – the *Digital Malawi* Program. The implementation agency for the project is the Public Private Partnership Commission (PPPC).

Digital Malawi is a two phased program to lay the foundations for a digitally-enabled economy, society and government. The Project Development Objective (PDO) for Phase I of the Digital Malawi Program – The Malawi Digital Foundations Project -- is to increase access to affordable, high quality internet services for government, businesses, and citizens and to improve the Government's capacity to deliver digital public services. Phase I targets three core enablers of digital development: (i) **Digital Ecosystem**: strengthening the laws, regulations and institutional and human capacity needed to promote ICT infrastructure investment, market competitiveness, digital engagement, job creation and innovation; (ii) **Digital Connectivity**: promoting affordable, high quality internet access for all citizens by incentivizing private sector network infrastructure development and service provision nationwide, including provision of connectivity for public institutions, and (iii) **Digital Platforms and Services**: building the technical capacity, institutions and IT infrastructure for the government to deliver services to citizens and conduct its own business digitally. .

The connectivity component includes support for provision of high speed broadband, digital content and other services for higher education and research institutions through the Malawi Research and Education Network (MAREN). As part of the preparatory phase, the Government intends to use part of the loan proceeds to engage a Chief Technical Officer who will supervise implementation of the MAREN project activities.

2. MAREN

The Malawi Research and Education Network (MAREN), was founded in October 2005 to offer a single focus for pursuing quality Internet connectivity for the Tertiary Education and Research Sectors in Malawi. It builds on the beginning set by the Malawi Library and Information Consortium (MALICO) VSATs network but aims to go further by providing fast fibre connectivity interlinking institutions locally and connecting to neighbouring countries, to the rest of Africa and to the European Union academic network. MAREN was registered as a not-for-profit company limited by guarantee in late 2009.

In order to strengthen its ability to discharge its core objective, the MAREN Secretariat wishes to recruit a **Chief Technical Officer**.

3. MAIN PURPOSE OF JOB

The Chief Technical Officer is head of the technology function at the MAREN Secretariat. He or she shall be responsible for the long-term direction of MAREN's network and services function. He or she shall direct the strategic design, acquisition, management, and implementation of an enterprise-wide technology infrastructure. He or she shall maintain technology standards for the organization. The incumbent shall also direct the activities necessary to keep the technology infrastructure running seamlessly, efficiently, and effectively while ensuring compliance with applicable standards and policies.

4. SCOPE OF JOB

The Chief Technical Officer will:

- 4.1. Supervise the build-out, integration, testing and commissioning of the MAREN network and data centre and other infrastructure.
- 4.2. Provide oversight to consultants, service providers and network builders in providing various network infrastructure and related services. Oversight will also involve ensuring compliance to system designs and drawings, industry standards, customer requirements and general workmanship standards.
- 4.3. Provide input to various technical, financial, legal and regulatory plans governing MAREN operations.
- 4.4. Managing project work plans, budgets and MAREN resources optimally so that project activities are implemented to cost, quality and within agreed time.
- 4.5. Manage, in collaboration with the Finance and Administration Manager and other senior members of MAREN Secretariat, procurement processes for network and related infrastructure needed for MAREN operations.
- 4.6. The incumbent will also be responsible for ensuring that all network and data centre infrastructure is serviced, kept and maintained in good order safe from all hazards to ensure continuous availability and efficient operations of services.

5. RANGE OF SERVICE PROVIDED (AREA OF OPERATION)

FOR EXTERNAL ORGANISATIONS

- Providing technical expertise to MAREN members and
- Providing technical direction to new members
- Acting as a point of contact for technical support

FOR INTERNAL CUSTOMERS

- Provide technical input and long range direction
- Contribute towards quality management of MAREN deliverables
- Monitor, evaluate and propose corrective action on MAREN performance

6. PROBLEM ANALYSIS AND DECISION MAKING

The role relies on extensive experience and good judgment to plan and accomplish goals. The incumbent shall perform a variety of competing and time-critical tasks. He or she will lead and direct the work of others. A wide- degree of creativity and latitude is expected.

7. TEAM WORK

The job demands the ability to work productively with others: -

- Ability to effectively contribute towards the attainment of common goals within a group of people.
- Ability to associate and work with others under various different circumstances.

8. QUALIFICATIONS

The Incumbent shall have an advanced degree in Information Technology, Computer Science, Telecommunication Engineering or a related area with at least 10 years' experience in the information technology field. The ideal applicant will have wide experience in managing big IT projects.

Applicants should demonstrate expertise in, among others, and experience in managing connectivity infrastructure, Wide Area Networks, Systems

Administration, Database Management, etc especially within the education and research community in Malawi. The following attributes are also required:

- a. High integrity and accountability, with good leadership skills and an ability to work productively in teams.
- b. A comprehensive knowledge of :
 - i. Business principles and techniques of administration, organization, and management
 - ii. Business office operations as it pertains to IT and international procurement especially for donor funded projects
 - iii. Proven skills in (i) management and leadership, (ii) planning and organizing, (iii) negotiating with vendors, contractors, and others, and (iv) budget preparation and monitoring
- c. Excellent communication skills in English
- d. Knowledge of Microsoft Office Suite

9. DURATION

The contract duration is for three years, however, the contract will be subject to annual renewal based on satisfactory performance. This is a full time position.

10. REPORTING

The successful candidate report shall be reporting to the Chief Executive Officer.

11. SELECTION METHOD

The selection method will be individual consultant (INDV) selection.