



**Call for expression of interest – open to national candidates (IT consultant to provide expert, technical, and administrative assistance and support to the Ministry of Security of Bosnia and Herzegovina - Department of IT and Telecommunication Systems - IT consultant - software solutions and databases)**

**Ref No: CfA 39-11/23**

## **1. Background**

Established in 1951, International Organization for Migration (IOM) is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental, and non-governmental partners. With the support of the Ministry of Foreign Affairs of the Kingdom of Denmark, the International Organization for Migration (IOM) in the Western Balkans is implementing the “Western Balkans Integrated Border Management Capacity Building Facility (WBIBM)”. WBIBM is a facility-type regional project with the overall objective to support authorities in the Western Balkans to effectively manage their borders and respond to border security challenges in a protection-sensitive manner.

Within the framework of this project, IOM is committed to providing support to the Ministry of Security of Bosnia and Herzegovina, particularly in the area of Information Technology (IT) and data management. **This support inter alia aims to enhance the software solutions and databases of the Ministry of Security of Bosnia and Herzegovina, especially in the area of Integrated Border Management and Migration.** Additionally, the project aims to successfully implement the ongoing activities related to the establishment and implementation of the Biometric Identification System for foreigners in Bosnia and Herzegovina, through the Migration Information System, the new system for recording and exchanging data on the control of movement of weapons and military equipment and the Readmission System.



In the upcoming period, activities are planned to enhance and consolidate existing software solutions and databases in the IT systems of the Ministry of Security of Bosnia and Herzegovina, particularly in the area of Integrated Border Management and Migration.

The Ministry of Security of Bosnia and Herzegovina, through the Department of IT and Telecommunication Systems, coordinates the implementation of Information and Communication Technologies (hereinafter referred to as ICT) in the areas under the authority of the Ministry.

## **2. Scope of Assignments and Tasks**

Under the overall supervision of the Regional Project Manager, the IT and WBIBM Data Management WBIBM Focal Point, and the direct supervision of the National WBIBM Project Focal Point, IOM is seeking to engage a consultant for the following responsibilities:

- provide expert technical assistance and support in the development, monitoring, evaluation, and documentation of the implementation and usage of the Biometric Identification System in the Migration Information System (ISM);
- after the official launch of the Biometric Identification System in the Migration Information System (ISM), the consultant, in close collaboration with the employees of the Department of IT and Telecommunication Systems of the Ministry of Security of Bosnia and Herzegovina, will provide support in the operation and usage of the Biometric Identification System by end-users;
- In close collaboration with the employees of the Department of IT and Telecommunication Systems of the Ministry of Security of Bosnia and Herzegovina, the consultant will provide support to end-users in the operation and usage of the System for Recording and Exchanging Data on the Control of Movement of Weapons and Military Equipment and also propose improvements in the process to enhance its efficiency and effectiveness;
- Identify and propose good practices, research, technical expertise and strategic opportunities related to the enhancement and improvement of process management and administration of databases and applications in the Sector for IT and Telecommunication Systems of the Ministry of Security of BiH
- propose technical guidelines for the enhancement and improvement of process management and administration of databases and applications in the Sector for IT and Telecommunication Systems of the Ministry of Security of BiH;
- provide professional and technical support in planning, introduction, documentation, testing of new and existing systems or system functionality, and proposes improvements in these activities;
- provide guidance and support to IOM staff in the planning and execution of the project's ICT related activities and initiatives;

- put particular focus on the implementation of IOM-related projects and activities in the performance of his/her daily tasks;
- perform such other such duties as may be assigned.

Additional tasks:

- cooperate and negotiate with employees in the IT and Telecommunication Systems Sector of the Ministry of Security of Bosnia and Herzegovina during the implementation and execution of tasks, with the aim of ensuring quality final results;
- deliver documents in a timely manner and perform tasks, as stated in this ToR or in accordance with the agreement with an employee in the Sector for IT and Telecommunication Systems of the Ministry of Security of BiH;
- go on official trips to Bosnia and Herzegovina as needed, in order to support the implementation of the above-mentioned activities;
- submits a monthly report on the activities performed and a final report to the Ministry of Security of Bosnia and Herzegovina and the IOM.

In performing these tasks the Consultant will work closely with the employees of the Department of IT and Telecommunication Systems of the Ministry of Security.

### **3. Location and Timeframe of the Consultancy**

The consultancy will commence immediately upon the signing of the contract and will operate on a part-time basis. The expected work commitment consists of a minimum of 60 hours per month during regular working days, from 09:00 AM to 05:00 PM. The consultancy will primarily take place at the Ministry of Security of Bosnia and Herzegovina's premises, with the potential for occasional travel within Bosnia and Herzegovina. The initial contract duration is set at 11 months, with the possibility of extension subject to the availability of funds and the consultant's satisfactory performance.

### **4. Required Qualifications**

The Consultant is expected to have the following competencies and expertise:

Education and experience:

- Bachelor's degree in Electrical Engineering, with a specialization in Information Technology (Computer Science and Informatics) or a similar degree with a minimum of 240 ECTS credits;
- Excellent working knowledge in: C#, WebAPI - Entity Framework, TypeScript (Angular2), JavaScript, Microsoft SQL server, and possession of relevant certificates or certificates of work experience from which the required knowledge can be determined is considered an advantage.
- At least 5 years of work experience in web-oriented application solutions, database maintenance and design - Microsoft SQL Server, which will be proven by relevant certificates of work experience from which the required experience can be determined;
- Proven knowledge and experience in DBMS (Database Management Systems);
- Previous professional experience in managing interventions in the field of information technology, communications systems and computer systems;
- Work experience on projects related to biometric data identification and collection is considered an advantage;
- Experience in public administration in Bosnia and Herzegovina is desirable;

### Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Professionalism: demonstrate the ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

### Core Competencies – behavioural indicators

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results: produces and delivers quality results in a service-oriented and timely manner; is action-oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge: continuously seeks to learn, share knowledge and innovate.

- **Accountability:** takes ownership for achieving the Organization’s priorities and assumes responsibility for own action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Language(s):

Fluency in both English and one of the official languages used in Bosnia and Herzegovina is required.

## 5. Confidentiality arrangements

Before signing the Contract, the consultant will be required to sign a Declaration of Familiarization with Regulations regarding the processing of classified data, as well as a Declaration of Obligation to safeguard and protect personal data, the forms for which will be provided by the Ministry of Security of Bosnia and Herzegovina.

## 6. How to apply

Applications should be sent via email to: [bihvacancies@iom.int](mailto:bihvacancies@iom.int) with the email subject “**Ref No: CfA 39-11/23 (software solutions and databases)**”.

The application should be in English and include:

1. Motivation letter
2. CV

Application deadline: **20 November 2023.**

Posting period: **07 November 2023 – 20 November 2023.**

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED