



**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 - system administration)**

**Ref No: CfA 40-11/23**

## **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 areas of Information Technology (IT) and data management. **This support inter alia aims to enhance the administration of the IT systems 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 improve and consolidate existing clusters, as well as establish a Disaster Recovery site in Banja Luka, which may require work in Banja Luka.

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:

- perform an analysis of the current state of the administration system in the Ministry's IT systems, in terms of documentation, hardware, software and licenses (physical and virtual machines (Hyper-V), operating systems,...) and other system components, and based on the analysis, propose activities to enhance and improve them;
- Based on the approved proposal from the previous point, the consultant will collaborate with the employees of the Department of IT and Telecommunication Systems of the Ministry of Security of Bosnia and Herzegovina to assist in the implementation of the proposed measures. Additionally, the consultant will document the implemented solutions during the process;
- prepare and present proposals for the establishment of a Disaster Recovery site in Banja Luka, and in cooperation with the employees of the Sector for IT and Telecommunication Systems of the Ministry of Security of BiH, actively participate and provide professional and technical assistance and support in the establishment of the same;
- identify and propose good practices, research, technical expertise and strategic opportunities related to the improvement and enhancement of the process of system administration in the Sector for IT and Telecommunication Systems of the Ministry of Security of BiH;
- propose technical guidelines for the enhancement and improvement of the process management of system administration processes in the Sector for IT and Telecommunication Systems of the Ministry of Security of BiH, and assist in their implementation;



- 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 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 knowledge of the Windows systems environment (Windows servers, Hyper-V cluster and virtualization, Active Directory, etc.), and possession of relevant certificates or work experience confirmations that demonstrate the required expertise is considered an advantage.
- At least 5 years of work experience in the Windows systems environment (Windows servers, Hyper-V cluster and virtualization, Active Directory, etc.), which should be supported by relevant work experience confirmations.
- Experience in the public administration in BiH 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.

## **How to apply**

Applications should be sent via email to: [bihvacancies@iom.int](mailto:bihvacancies@iom.int) with the email subject “**Ref No: CfA 40-11/23 (IT consultant - system administration)**”.

The application should be in English and include:

1. Motivation letter
2. Detailed CV

Application deadline: **20 November 2023**

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

**ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED**