

TERMS OF REFERENCE – ICT Infrastructure Engineer (IIE)

A. BACKGROUND:

The Government of Uganda through Uganda Investment Authority and its partners, has made significant progress in the use of ICT to improve access to the provision of Government services to citizens and businesses. At Uganda Investment Authority, through the Investment One Stop Centre (OSC), several Government entities have been linked together through integration in order to provide citizens and investors access to critical business services in one place both physically and electronically (eBiz portal). As a result of growing interest, both the physical OSC and eBiz platform are being continually developed.

The ICT Infrastructure Engineer (IIE) will sustain the development of the e-Biz ICT infrastructure to promote integration of Government processes relevant to investment, interoperability, and sharing of information among the key agencies at UIA.

B. OBJECTIVES:

The ICT Infrastructure Engineer is responsible for the designing, testing and implementation of installations of ICT hardware; including computers and virtual machines (VMs), network and storage components, and other multi-functional devices.

S/he will undertake action to ensure targets are met within established safety and quality procedures, including handover. S/he will: conduct tests of hardware using established test procedures and diagnostic tools; correct malfunctions, calling on other experienced colleagues and external resources if required; document details of all hardware/software items that have been installed and removed so that configuration management records can be updated; develop installation procedures and standards, and schedule installation work. S/he will provide specialist guidance and mentorship to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the infrastructure services.

C. SCOPE AND RESPONSIBILITIES

The main duties of ICT Infrastructure Engineer include:

- Design and implement infrastructure solutions that adhere to current architecture standards in order to support the systems and services used by the organisation;
- Determine the extent to which solutions perform “as required” within the current environment to ensure that future solutions meet anticipated demand;
- Ensure that installations are completed on time, cost and quality, so as to minimise operational and project risk and ensure costs are contained;
- Ensure that the testing and handover of implemented solutions are conducted as per organisational standards, therefore reducing the risk and adverse impact of change
- Manage conflicting and/or concurrent hardware upgrade, and/or refresh projects and programs

Key Skill Mix:

- Planning, Strategy and Solution Architecture – Advanced
- Service Management, Service Operation - High
- Training and knowledge transfer - Medium.

D. Time frame

The initial contract will be for One year, subject to annual extension based on satisfactory performance, and/or mainstreaming into the broader UIA structure. The IIE will report to the Director One Stop Centre, and will work with other members of the core ICT team to perform the assigned tasks and roles.

E. Qualifications and Experience

- A higher degree in Computer Science, Information Technology, Engineering, or related field from a recognized University plus a professional certification in an Enterprise IT governance (preferably CGEIT);
- At least 5 years' working experience as an ICT Infrastructure Specialist/Engineer in a mission critical environment. Software Developer on enterprise level projects in organizations;
- Extensive knowledge in deployment of servers and other enterprise infrastructure in real and virtualised environments; A VmWare certification will be a plus;
- Applicant should have a strong background in Enterprise architecture, preferably with the Open Group Architectural Framework (TOGAF).

F. Remuneration and benefits

A monthly gross salary of 6 million shillings subject to statutory deductions, plus a monthly employer's NSSF contribution of 10% of employee's gross; a contract gratuity calculated at 20% of annual gross and membership to UIA's Health Services Insurance Scheme will be provided; Capacity building and certification training where affordable and necessary, will be provided to the right candidate.

UIA does not discriminate based on Gender or any other criteria. All qualified **Ugandans** are encouraged to apply.

Send applications to:

The Head - Human Resource Management

Uganda Investment Authority

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