

Terms of Reference for Contracting Outsourced Services

Background information

The OSCE Programme Office in Nur-Sultan is seeking to contract a qualified ICT Specialist for providing ICT administration support through an outsourcing agreement in accordance with the requirements listed below.

The ICT Specialist should have a broad range of technical skills, including PC support and maintenance, Active Directory and Exchange configuration, networking/internet/WI-FI, backup and recovery, firewall support, patch management, mobile device support, and user support. The ICT Specialist should have capacity to support the migration of the OSCE Programme Office in Nur-Sultan to the new Windows 10 environment in 2022.

Under the direct supervision of the Chief of the Fund Administration and his Alternate as well as under the overall management of the Head of the Programme Office in Nur-Sultan and in close cooperation with ICTS at the OSCE Secretariat, the ICT Specialist will be responsible for the following scope of services and requirements:

- Creating accounts for user/s, group/s
- Creating and managing user and shared mailboxes
- Resetting account passwords and unlocking accounts
- Assigning tokens for remote access
- Assigning user permissions for access to shared drives
- Setting up laptops/desktops and re-imaging laptops/desktops
- Setting up and updating required applications/patches on laptops and servers
- Configuration and troubleshooting of VPN clients
- Creating backups and changing backup tapes
- Printer installation/s
- Cisco VoIP phone configuration and deployment
- Mobile phone configuration with Airwatch
- Airwatch administration and providing access
- Administration of servers, DNS, DHCP, AD, etc.
- Advise the POiN management and staff on training needs to enhance IT knowledge of staff.

Minimum qualifications requirements for the potential supplier of ICT services:

- First-level university degree in computer science, electronic engineering, systems engineering, or another technology-related field. Completed secondary education in combination with relevant Microsoft technical certifications may be accepted in lieu of the first-level university degree;
- Minimum five years of working experience as IT Administrator/ICT Specialist in outsourcing capacity;
- Working knowledge of English language, both oral and written;
- Professional fluency in Russian language, both oral and written;
- Strong analytical skills;
- Experience and ability to work under pressure within limited timeframes;

- Ability to work harmoniously with people from different cultures and nationalities while maintaining integrity, objectivity and impartiality in the performance of its daily duties.

The OSCE retains the discretion to re-advertise/re-post or cancel this notice. Only those service providers who are selected to participate in the subsequent stages of the tender will be contacted. The OSCE is committed to diversity and inclusion and encourages qualified female and male service providers from all religious, ethnic and social backgrounds to apply for this tender.