IT and Network Administrator

Terms of Reference

Job Title	IT and Network Administrator	Job Reference	S2R2- ITNA03/19
Duty station	Center for Educational Research and Development (CERD) - Dekwaneh	Start date	Immediate Start
Contract type	Full Time Contractual Position	Schedule	07.30 a.m. till 03.30p.m.

Program Title	Support to RACE 2 (S2R2)
Program Background	The Government of Lebanon, with support from the international community, has launched the Reaching All Children with Education (RACE) initiative. First launched in 2013, RACE seeks to improve access to formal education for 460,000 Syrian refugee children and underprivileged Lebanese children in the country. Efforts under this new phase of RACE 2 are expected to minimize the short and medium-term costs of displacement for refugee families, while strengthening the long-term capacity of the Lebanese education system to prepare children for life and work once regional stability returns. MEHE-GD, with the support of CERD, is responsible for implementing the S2R2 program.
Program Objectives	The Program Development Objective is to promote equitable access, enhance quality of learning, and strengthen the systems in Lebanon's education sector in response to the protracted refugee crisis. The key results are as follows: (i) Increase in the proportion of school-aged Lebanese and non-Lebanese children (3–18) enrolled in formal education (disaggregated by school type, education cycle, nationality, and gender); (ii) Increase in the proportion of students passing their grades, and transitioning to the next (disaggregated by school type, grade, nationality, and gender); and (iii) Improvement in MEHE's capacity to review, evaluate, and update Program implementation.
Tasks and Responsibilities	Under the S2R2 program, the Center for Educational Research and Development (CERD) is looking for an IT and Network Administrator. The IT and Network Administrator's mission is to maintain CERD's IT network, servers and security systems. In particular, he/she will be responsible for: 1. Provide capacity building for CERD staff on network and IT topics. 2. Support in conducting network troubleshooting to segregate and identify general network problems, investigating and diagnosing network problems. 3. Support in installing equipment for data and voice communications networks including: hardware, software, routers, switches firewalls and communications equipment. 4. Ensure that Internet security software is updated and running properly 5. Support in monitoring internet and email use. 6. Support in carrying out routine configuration and installation of IT solutions.

	7. Support in the setup of new users and the management of backup, security and passwords.
	8. Support in maintaining all local software and hardware licensing to ensure conformance.
	9. Support in maintaining server, upgrade, secure, system backups and disaster recovery preparation.
	10. Support in maintaining networking, computer equipment and software to ensure secure and efficient operations
	11. Support in maintaining and securing passwords, file system security and data integrity for desktop environment.
	12. Make necessary recommendations for improving CERD's IT systems
	13. Help colleagues with basic IT needs.
	14. Support CERD staff and build their skills and confidence to deliver the S2R2 related deliverables as well as their day to day duties
	15. Any other tasks as needed.
Reporting	All reports should be submitted to S2R2 Steering Committee and the Technical Unit according to scheduled time frame, and dates will be communicated based on the contract signature date.
	CERD will provide templates for the required reports – to be submitted in English and Arabic – if needed.
	CERD owns property rights of all reports.
Educational Background, Experience and Required Skills	**Educational Background**
	1. BS/BA in Information Technology, Computer Science, Computer Communication or equivalent.
	2. An MS or CCE is a plus.
	3. CompTIA or CCNA Certification desirable
	Previous Experience
	1. Hands on experience of installing IT hardware and software
	2. At least 2 years of experience in system administration and virtualization technology
	Languages
	1. Excellent oral and written communication skills in Arabic and English
	2. French is a plus
	Behavioral Skills
	1. Strong communication skills
	2. Good organizational skills
	3. Good time management

	Technical Background and Computer Skills 1. A working knowledge of IT operating systems (handling and maintenance), Exchange and Moodle. 2. Advanced knowledge of system vulnerabilities and security issues 3. Knowledge and experience with any language (Java, C#, or C++), .NET and SQL server database 4. Knowledge in Linux and configuring IP tables is a plus
Payment	Payment will be done monthly, upon the submission of a monthly timesheet and report showcasing the achieved tasks and deliverables.
Administrative Issues	The selected IT and Network Administrator shall not commence work until the required documents are provided to CERD and the relevant contract is duly signed by both parties. Presence at CERD is to be ensured on a full-time basis, during CERD's regular working hours: 7.30 am to 3.30 pm Monday to Friday. All remuneration must be within the contract agreement. The IT and Network Administrator is not entitled to overtime pay. CERD will provide an office space and IT facilities (internet, printers, etc.).
How to Apply	1. Applicants are requested to send their detailed CV to s2r2@crdp.org 2. Applicants are requested to include the job reference in the subject of their email.