



REQUEST FOR EXPRESSIONS OF INTEREST
IMPLEMENTATION SPECIALIST – HELP DESK

Country: The Commonwealth of The Bahamas

Supporting Institution: Inter-American Development Bank

Programmes: Program to Support the Health Sector to Contain and Control Coronavirus and to Mitigate its Effects in Service Provision & Programme to Support the Health

System Strengthening of The Bahamas

Project Number: BH-L1053 and BH-L1055

Loan Number: 5179/OC-BH and 5296/OC-BH

Sector: Health

Deadline: 31 August 2024

Consultancy: IS4H Implementation Specialist – Help Desk

Consultancy Location: Nassau, The Bahamas

Reports to: Project Coordinator – Project Execution Unit

The Ministry of Health and Wellness (MOHW) of The Bahamas has received financing from the Inter-American Development Bank (IDB), toward the cost of the Program to Support the Health Sector to Contain and Control Coronavirus and to Mitigate its Effects in Service Provision & the Programme to Support the Health System Strengthening of The Bahamas and intends to apply part of the proceeds for the consulting services of an **IS4H Implementation Specialist – Help Desk**. The successful individual will form part of the ICT Team on a contractual basis and report to the CIO (PHA) through the IS4H Lead. The successful individual will also work collaboratively with other ICT workers from across the Ministry of Health and national health system stakeholders, as well as with other ministries and international partners. The primary responsibility of this role is to perform the functions of a Technical Service Officer II within the Public Hospitals Authority. This position serves as the first point of contact (level 1 support) to receive, monitor and track all end user requests (trouble reports, bug reports, enhancement requests, PC support and maintenance, etc.) that come into the Service Desk. The Implementation Specialist will escalate and coordinate with other ICT functional areas to resolve problems as necessary. This role is expected to be full-time for a duration of 24 months starting in September 2024.

Main responsibilities include:

- Performing first point of contact (level 1 support) to receive, monitor and track all end user requests (trouble reports, bug reports, enhancement requests, PC support and maintenance, etc.) that come into the Service Desk
- Troubleshooting, isolating and resolving all issues that can be solely addressed by the Service Desk to minimize escalations to the next level support
- Maintaining and supporting existing PC equipment including Desktops, Workstations, Laptops, Servers, and Printers as well as implement new PC's, software and network

peripherals as required.

- Providing trouble ticket tracking numbers for all requests to the Service Desk.
- Performing the installation, configuration, troubleshooting and tuning as well as ongoing maintenance of PC client software and 3rd party product components and subsystems.
- Installing new hardware, installing the operating system, maintaining the operating system through patches, maintaining security on the devices, and ensuring effective connectivity with the network.
- Ensuring adequate documentation and communication of all related system upgrades, outages, and modifications, keeping Business Partners well informed of changes in policies and procedures.
- Monitoring devices and making adjustments to maximize functionality, availability and performance.
- Maintaining network security, in keeping with policy and directives.
- Ensuring compliance with PHA's, legislative and industry standards
- Helping others accomplish job results

The successful candidate should have the following skills:

- **Education:** A bachelor's degree in Information technology or other related field is preferred.
- **Experience:** Minimum of 1 year of relevant working experience, including IT support specific skill in providing technical and network support.
- **Languages:** Good writing, communication and presentation skills in English.
- **Core and Technical Competencies:** Demonstrated understanding of how information systems are used as applying technical knowledge related to computer hardware or software. Knowledge of WAN/LAN and TCP/IP. Experience in supporting Windows server. Proficient in creating email configuration and assigning user and file permission over the network. Knowledge in performing printer setup, scanner and sharing printer over the network. Good knowledge on technology and service management. Good interpersonal skills with the ability to interact culturally, linguistically, and diplomatically with diverse internal and external individuals; Good negotiation skills.

The Ministry of Health & Wellness now invites eligible Consultants to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. Consultants will be selected under the Individual Consultant Selection (open Invitation) procedure in accordance with Section V of the Inter-American Development Bank Policies the Selection and Contracting of Consultants GN-2350-15 and is open to all eligible candidates as defined in the policies. Only Short-Listed Individuals will be contacted.

Further information can be obtained by e-mail: MOHWPEU@BAHAMAS.GOV.BS. All CVs and qualification documents must be submitted Re: **Implementation Specialist** to E-mail: MOHWPEU@BAHAMAS.GOV.BS on or before 5:00 pm on **31 August 2024**.