

Terms of Reference
Junior ICT Consultant (Help Desk) of the e-GP Secretariat,
Sri Lanka Public Financial Management Strengthening Project
Department of Public Finance

1. Background:

Ministry of Finance, Economic Stabilization and National Policies (MOF) established the Electronic Government Procurement (e-GP) Secretariat in 2018 to develop an electronic government procurement system for the country. Since then, it has been functioning under the Department of Public Finance under the financial support from the consolidated fund of the GOSL. A Government e-GP system called the ‘The Procurement Management Information System (PROMISE)’ is currently under development by a vendor and a high-level project plan for phased roll out of various modules/ functionalities across various procuring entities has been approved by the Project Steering Committee. In the year 2023, the Democratic Socialist Republic of Sri Lanka received a grant from for a Public Financial Management Strengthening Project funded by the European Union and AFD and administered by the International Bank for Reconstruction and Development (IBRD) and part of the proceeds of the grant will be applied for improving the operational efficiency and transparency in public expenditure through the development and roll out of the PROMISE system. The project is currently, scheduled to close in November 2026. An institutional structure for the e-GP Secretariat has been approved by the MoF for implementing the project and accordingly, the e-GP Secretariat expects to recruit a Junior ICT Consultant (Help Desk) for the project.

2. Overall Objective Assignment/ Scope of work:

User-base of the e-GP System mainly comprises of officers of the public sector and of vendor community also. As the e-GP is new to the country, users of both those sectors frequently need assistance related to using the e-GP System. This demand will be very high whenever there is an upgrade to the e-GP System. Assisting user community in such instances is an undeniable responsibility of the e - GP Secretariat.

Junior ICT Consultant (Help Desk) is to coordinate with Development Officer (Help Desk), ICT staff, and training staff to ensure the user community receives accurate, complete, and timely responses to their requests (in the form of a user assistance, clarification, or complaint).

3. Period of Services: This is a full-time position is based in Colombo in the e-GP Secretariat. The initial contract period will be 12 months with the option of annual extension based on satisfactory performance and project requirements.

4. Institutional Arrangements and facilities to be provided by e-GP Secretariat: Necessary office facilities and equipment to be required to perform the contract will be provided.

5. Minimum Qualification and Experience Requirements:

Qualification: A successfully completed Bachelor's Degree in IT field recognized by the University Grants Commission OR an equivalent qualification recognized by the University Grants Commission

Experience:

Minimum 01 years of post-qualifying experience in the field IT field/ Data center management

Good command of communication skills

Knowing about all three languages Sinhala, Tamil, and English gain the competitive advantage

6. Remuneration and Payment: The Consultant be paid on monthly basis in accordance with the negotiated rate.