



# DIGITAL MALAWI ACCELERATION PROJECT

**PROJECT NUMBER: P505095**

**GRANT NUMBER: IDA-E338-MW**

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## TERMS OF REFERENCE (TORS) FOR DATA CENTRE CUSTOMER SUPPORT ANALYST

### 1. Background

Information and Communication Technology (ICT) is now globally recognized as an essential tool in promoting competitiveness, job creation, sustainable development, and overall poverty reduction. A combination of widespread access to broadband and a robust ICT services ecosystem can offer a powerful platform for reducing poverty, improving human development and increasing government transparency and efficiency. ICTs have the potential to transform business and government - driving entrepreneurship, innovation and economic growth and breaking down barriers of distance and cost in the delivery of services.

In recognition of the critical role that ICTs plays in fostering socio-economic development and empowering the poor, the Government of Malawi secured a loan from the World Bank to implement an ICT Project, the Digital Malawi Acceleration Project (DMAP). The line Ministry and owner of the Project is the Ministry of Information and Digitalization (MoID) whereas the lead implementation agency for the project is the Public Private Partnership Commission (PPPC). Other stakeholders include Ministry of Education, MAREN, the National Registration Bureau, the Malawi Communications Regulatory Authority (MACRA) and others.

### 2. The Digital Malawi Acceleration Project

The US \$150 Million Project comprises the following components:

**Component 1: Affordable broadband and secure data hosting.** This component will cover rural connectivity that will expand broadband coverage in rural areas with the aim of achieving universal coverage of mobile broadband, connecting at least 500 public sector sites in addition to the at least 530 sites connected though the previous Digital Malawi Foundations Project. Provision of at connectivity services to at least 2,000 schools throughout the country. Being a regional Project, regional connectivity initiatives will be used to address gaps in missing cross-border broadband links,

possibly drawing upon a regional financing facility. Finally, it will include integrated infrastructure planning of 'digital corridors' for Southern Africa.

**Component 2: Interoperable and secure data platforms.** This component will cover the Next Generation Digital ID and identity verification services, including electronic Know Your Customer (eKYC) and Public Key Infrastructure (PKI) (because of the requirement to develop e-Signatures capability for public e-services that require a higher level of assurance). In order to reach all citizenry, the *Bomalathu* data exchange platform for Government will be expanded. The platform faces both Government agencies as well as other players in the private sector, including financial institutions, and the general public. The Component will also seek to enhance policy and regulatory frameworks, operationalization of the Data Protection Authority and support for the MCERT at MACRA.

**Component 3: High impact digital services and productive digital usage.** This will cover the Digital skills and digital literacy which was started by Digital Malawi Project benefiting over 19,000 beneficiaries, and it is now planned to expand. Participation in regional program on device affordability will also be a major activity in this component. This device affordability program will be complemented by an e-waste initiative that promotes recycling and resale or safe disposal of laptops and phones. This will be carried out in conjunction with the tech hubs, with a focus on skills development and job creation for young people and persons with disabilities (PWD). Finally, it will also look at the Sectoral deep dives: social protection, disaster and emergency response, financial inclusion, and lands management.

**Component 4: Project management.** This component will cover the establishment of Malawi Information Technology Authority (MITA) by providing funding for the establishment and operationalization of the proposed authority. The Component will also fund the DMAP management and coordination unit that includes procurement, financial management and social and environment standards.

### **3. Aim of the Assignment**

To strengthen the capacity for the Department of e-government, the project wishes to recruit a Data Centre Support Analyst as part of the project Support Personnel. This position will be tenable at the National Data Centre in Lilongwe.

### **4. Objectives of the Assignment**

Data Centre Support Analyst with the support of the Data Centre Specialist and will carry out assigned duties and tasks with complete compliance with the best practice.

### **5. Scope of work:**

The Data Centre Customer Support Analyst is responsible for providing first-line technical support to clients and ensuring a high level of customer satisfaction. This role involves handling client inquiries, troubleshooting technical issues, managing service requests, and coordinating with internal teams to resolve problems. The ideal candidate will have a strong technical background, excellent

problem-solving skills, and the ability to communicate effectively with clients including the following key responsibilities:

- **Client Support:** Serve as the first point of contact for clients seeking technical assistance via phone, email, or ticketing system.
- **Issue Resolution:** Diagnose and resolve client issues related to data centre services, including server access, network connectivity, and hardware problems.
- **Service Requests Management:** Handle client requests for changes, upgrades, or new services, ensuring that they are processed efficiently and accurately.
- **Incident Management:** Track and manage incidents from initial report to resolution, ensuring timely communication with clients and adherence to service level agreements (SLAs).
- **Documentation:** Maintain accurate records of client interactions, issues, and resolutions in the support ticketing system.
- **Escalation Management:** Escalate complex or unresolved issues to higher-level support teams or specialists as necessary, while maintaining ownership of the issue until it is resolved.
- **Client Communication:** Provide regular updates to clients on the status of their requests or issues, ensuring transparency and timely responses.
- **Knowledge Base Maintenance:** Contribute to the development and maintenance of a knowledge base for common issues and resolutions to improve efficiency and client self-service.
- **Performance Monitoring:** Monitor and report on support metrics, such as response times, resolution times, and client satisfaction, to identify areas for improvement.
- **Collaboration:** Work closely with other data centre teams, including network engineers, systems Administrators, helpdesk technicians, and facility managers, to resolve client issues and improve service delivery.

## **6. Required Qualifications and Attributes:**

- **Education:** Bachelor's degree in information technology, Computer Science, or a related field.
- **Experience:** 2+ years of experience in a technical support or customer service role, preferably in a data centre or IT services environment.
- **Experience in a customer-facing role within the technology or IT services industry, ticketing systems and customer relationship management (CRM) tools.**

## **Technical Skills:**

- Understanding of data centre operations, including server management, networking, and storage systems.
- Basic troubleshooting skills for hardware, software, and network issues.
- Proficiency in using remote support tools and techniques.
- Strong understanding of service level agreements (SLAs) and incident management processes.

## **Competencies:**

- Strong problem-solving skills and attention to detail.
- Excellent communication skills, both written and verbal.

- Ability to work independently and manage multiple tasks simultaneously.

## **7. Duration of the Contract**

The Data Centre Customer Analyst will be recruited for a period of three (3) years with the possibility of extending the contract subject to satisfactory performance. This is a full-time position tenable at the Department of E-Government in Lilongwe. The performance will be measured based on timely submission and quality of all deliverables, advancement of the respective activities, and the feedback from management and technical team members at the e-Government Department focused on technical competency, professionalism, responsiveness, and teamwork.

## **8. Deliverables**

The Data Centre Customer Analyst will be required to submit ad hoc and monthly reports covering his/her activities which will go into a common e-Governance report.

## **9. Remuneration and Other Benefits**

The remuneration package for the position is negotiable based proficiency, qualifications and available budget.

## **10. Contractual Provisions**

The Data Centre Customer Support Analyst will work under conditions as stipulated in his/her Consultancy Contract which will be guided by the Laws of Malawi in line with World Bank Regulations and Statutes and PPPC conditions of service.

## **11. Selection**

The applicant will be selected on the basis of the approved methods of selecting individual consultants in accordance with the World Bank's "Procurement Regulations for IPF Borrowers" (Procurement Regulations) dated September 2023, and the "Guidelines on Preventing and Combating Fraud and Corruption in Projects Financed by IBRD Loans and IDA Credits and Grants", dated October 15, 2006 and revised in January 2011 and as of July 1, 2016, and other provisions stipulated in the Financing Agreements.

## **12. Reporting**

The Consultant will work under the direct supervision of The Director, Department of e-Government through the Data Centre Specialist. However, the legal contract holder shall be the Chief Executive Officer of the Public Private Partnership Commission. The address for whom is as follows:

The Chief Executive Officer  
Public Private Partnership Commission  
P.O. Box 937  
Blantyre.  
Malawi.  
Telephone: +265 (0) 1 823 655  
Fax: +265 (0) 1 821 248  
Email: info@pppc.mw

