SCOPE OF WORK

USAID Power the Future (PtF), Power Central Asia and Central Asia Regional Energy Market (CAREM) Projects

Information Technology (IT) Specialist

Background

The Branch of Tetra Tech ES, Inc in Kazakhstan, is implementing the USAID “Central Asia Regional Electricity Market” (CAREM) Project, USAID Power the Future Project (PtF) and USAID Power Central Asia Project (PCA) in Central Asia.

• USAID Power the Future enhances regional cooperation on shared energy resources, working across the five countries of Central Asia to accelerate the transition to clean energy. While the work will be most significant in Kazakhstan, PtF will work in each country of Central Asia, following international best practices, to create effective enabling environments for private sector investments in renewable energy (RE) that accounts for the low wholesale and retail electricity prices that are common throughout the region. PtF will also support development of policy and regulatory preconditions for investment in RE and energy efficiency (EE).

• USAID Central Asia Regional Electricity Market (CAREM) provides technical assistance and capacity building to Central Asian countries in their efforts to create an economically-viable market based regional power system that would enhance energy security, promote economic growth, facilitate commercial trade transactions, attract private investments in the power sector of all five CA countries, and allow for greater energy trade between Central Asia and some countries in South Asia.

• USAID Power Central Asia Project (PCA) assists the five Central Asian countries—Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, and Uzbekistan—to meet their national energy priorities, reap economic benefits from cross-border energy trading, and improve energy security through greater regional connectivity. Under this contract, Tetra Tech will provide technical support to national governments, utilities, and other stakeholders to develop domestic energy market reforms, strengthen the regional electricity market, and promote greater adoption of clean energy technologies from conventional and renewable sources.

The Information Technology (IT) Specialist will have the following responsibilities under supervision of the relevant Project management staff (COPs and DCOPs).

Responsibilities:

The IT Specialist will carry out the tasks described below, as assigned by the management of Tetra Tech ES, Inc. Branch in Kazakhstan, and related to the USAID-funded projects Power the Future (PtF), Central Asia Regional Energy Market (CAREM) and Power Central Asia (PCA):

1. Customer Work

   • Provide IT support to Tetra Tech local staff and experts.
   • Create/Manage user accounts and mailboxes in the network.
   • Manage permissions of accessing network resources (printers, shared files etc.).
   • Install/Manage hardware and software of workstations according to Tetra Tech global IT policies and procedures.

2. Server-Side Work

   • Responsible for LAN/WAN/WLAN
   • Responsible for reliable internet connection and e-mail flow.
• Installation, configuration and maintenance of communication equipment.
• Responsible for company's important data.
• Installation, configuration and maintenance of Uninterruptible Power Supplies
• Configuration and maintenance of scheduled backup jobs.
• Responsible for network security.
• Installation, configuration and maintenance of Firewalls, intrusion detection modules.
• Installation, configuration and maintenance of corporate antivirus software.

3. Technical support to online project activities

• Support and facilitate technical and organizational requirements to ensure effective conduct of virtual workshops, seminars, meetings (including high-level) and other activities on the Microsoft Teams and other platforms.
• Create webinars and support their implementation and reporting.
• Track and reporting conference/training activities through a logging system.
• Support development and collection of accurate data on the online events.
• Assist with video teleconferences, meetings, All Hands, conferences and training sessions.
• Provide troubleshooting and testing of audio and videoconferencing (videoconferencing, multimedia, audiovisual, cameras, microphones, streaming technologies, digital signage, etc.) for the project activities.
• Ensure that any online virtual sessions are configured, tested, and ready for operation prior to the scheduled time of the events.
• Under the guidance of the relevant project management and staff and in consultations with the communication specialists develop graphic design materials, layout of publications, web content, presentations and other communications products, ensuring that they are following the USAID’s Graphic Standards Manual and Partners Co-Branding Guide and other USAID Branding Strategy documents and communication products requirements.
• Provide assistance and support in development of projects handouts including project brochures, factsheets, folders, external reports, charts, posters, photographs, video materials on the project work and other printing and web-packages for publication.

4. Other Activities

• Support website development and maintenance.
• Provide assistance to the procurement department, including but not limited to IT procurements.
• Perform other tasks as assigned by project management.

Qualifications:

• Minimum 5 years of experience computer science, information systems management, programming or networking as well as managing an increasingly responsible set of corporate IT office functions covering the full range of identified job requirements.
• Bachelor’s degree in Information Technology-related studies; MA preferred
• At least 3 years of experience working on or with donor-funded projects.
• Fluency in English and Russian is required. Fluency in Kazakh is preferred.
• A proven ability to work collaboratively with USAID and other donors
• Experience working with government agencies, industry associations and academic institutions is desirable.
• Intermediate knowledge of common audio-visual hardware and software applications that facilitate digital conferencing up.
- Professional IT certifications from Microsoft, Cisco and others preferred but not required.
- Excellent organizational skills and attention to detail.
- Strong experience in graphic design and web design, including the use of different design software and web design tools, as well as understanding of the communication requirements.
- Good understanding of new and evolving technologies and digital platforms.

**Reporting:** IT Specialist will report to Senior Operations Advisor and/or key projects personnel.

**Location:** Almaty with possible travel to other cities in Kazakhstan and the region.