

**Requesting Organization**

Name: United Nations Development Programme (UNDP Viet Nam)

Address: 25-29 Phan Boi Chau, Ha Noi, Viet Nam

**Describe the role/mandate of the organization**

Year of establishment:

Size of organization:

Number of staff: approx. 80 in the country office of Viet Nam

Other pertinent information: As one of the key UN agencies operating in the country before 1993, UNDP plays a unique and important role in Viet Nam in providing the Government and donor community with neutral and independent analysis and policy advice on issues related to the socio-economy, poverty reduction, human development, financing of development, official development finance (ODA) and other such related issues.

The Country Economist Unit (CEU), in which the intern will work, is a programme cluster specializing in projects with technical economic content. The cluster also carries out a range of distinctive tasks including policy oriented research, technical advice to senior management and the United Nations system more broadly, and substantive aspects of UNDP strategic planning. The CEU is headed by a Senior Country Economist and staffed by a Development Economist, a National Economist, two UNV Economists, a Programme Assistance and a Data Assistant/Secretary

Field of activity: IT for development

Is your organization assisted/funded by other organizations/companies: Yes (all non for profit)

**Terms of Reference**

**Assignment title:** IT for development specialist

**Preamble:**

As a United Nations Volunteers (UNV) assignment, this post is based on the values of free will, commitment, engagement and solidarity, which are the foundations of volunteerism. Volunteering brings benefit to the individual volunteer. It makes important contributions, economically, as well as socially. It contributes to creating social cohesion and capital, through helping to build trust and reciprocity among citizens.

The United Nations Volunteers is the UN Organization that supports sustainable human development globally through the promotion of volunteerism and mobilization of volunteers. It serves the causes of peace and development through enhancing opportunities for participation by all peoples. It is universal, inclusive and embraces volunteer actions in all its diversity.

Volunteerism is diverse and is embedded in all cultures and traditions. In this context, as a United Nations Volunteer you are encouraged and expected to relate to local volunteerism and to be identified with the concept. You are expected to regard your national colleagues as peers and together uphold trust as volunteers among yourselves and within the communities and the organization you are assigned to.

**Detailed Terms of Reference:** (Please describe in as much detail as possible the services required from the university volunteer(s) and how his/her/their contribution will fit into the organization's plans.)

**Support is requested in the following fields:**

Volunteers in **education** can provide assistance in teaching and tutoring. Typically, volunteers in **ICT4D** can help to develop and set-up websites and networks as well as databases, e.g. through the provision of training. In Panama, volunteers have helped to promote capacity building activities in the area of disaster-related

# Request for a Spanish University Volunteer

TOR #10

education activities. University volunteers in **health** have helped to educate and raise awareness among Cape Verdian mothers in HIV/AIDS. In the area of **environment**, they have developed information material in disaster-related management.

**The volunteer will be supporting the following area(s) of the MDGs.**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> <i>Eradicate extreme poverty and hunger</i>      | <input type="checkbox"/> <i>Improve maternal health</i>                                 |
| <input type="checkbox"/> <i>Achieve universal primary education</i>                  | <input type="checkbox"/> <i>Combat HIV/AIDS malaria and other diseases</i>              |
| <input checked="" type="checkbox"/> <i>Promote gender equality and empower women</i> | <input checked="" type="checkbox"/> <i>Ensure environmental sustainability</i>          |
| <input type="checkbox"/> <i>Reduce child mortality</i>                               | <input checked="" type="checkbox"/> <i>Develop a global partnership for development</i> |

**Detailed description of the tasks to be carried out by the University Volunteer:**

Since the concept of "information society" was introduced by in the 1970s, information has increasingly been regarded as an important factor in the development process, and many scholars attempted to explain differences in development between countries and the resulting problems by information deficiencies. Access to information is not only a basic human right but also important means of accessing resources and opportunities for advancement of individual well being, i.e., human development.

Information and communication technologies (ICT) are expected to serve the purpose of development by providing efficient ways of information gathering, processing, and dissemination at marginal cost. In the business world, introduction of ICT has changed the way of doing business leading to information revolution, and some advanced countries attribute their sustained economic growth to high share of ICT sector in their economy. In governance, ICT has enabled transparent and better informed decision making process. Access to information and communications is considered crucial for poverty reduction, since it contributes to new sources of income and employment for the poor, improved delivery of health and education services and competitiveness of the economy.

## **The local context**

Over the last years, the Foreign Economic Relations Department (FERD) at the Ministry of Planning and Investment (MPI) has played a key role in the efforts of the Government of Viet Nam (GoV) to maximise the returns from Official Development Assistance (ODA) and to boost the aid effectiveness agenda. Access to ODA related information is key to successful and informed development planning and decision making.

In this context, UNDP is currently financing the Project of Support the Implementation of a Government-owned Development Assistance Database (DAD Viet Nam). The project is intended to develop, pilot and make operational the DAD Viet Nam database, which is designed to collect and analyse ODA related information. Along side with the development of the database, the proejct aims at enhancing GoV capacities to analyse and report on ODA.

DAD Viet Nam is expected to contribute to the reduction of the transaction costs of collecting ODA data, improve the quality of ODA reports and facilitate more informed policy decision-making on ODA management for more sustainable development finance in Viet Nam.

The database is fully available on-line and accessible for the general public by visiting the DAD website (<http://dad.mpi.gov.vn>). Additional reports are available to candidates upon request.

## **Duties and responsibilities**

The IT for development specialist will be working very closely with the team currently administering DAD Viet Nam and associated work. Under the overall supervision of the DAD Project Coordinator and the direct supervision of the International UN Volunteer Specialist in Aid Management. He/She will be mostly responsible for providing technical support to all the project activities which related to the database management, website development as well as to the daily IT operations:

Among other things, that will include the following specific tasks:

- General assistance/advice in reviewing information security, design and software related issues related to the database, Local Area Network, web sites.
- Review the database and proactively identify ways to further improve the connectivity, user interface, and overall functions of the system. Cooperate efficiently with service providers in the area of software development and secure Internet connection and monitor the service delivery (quality and quantity) in a systematic way. Review and monitor the implementation of new applications, softwares, and IT related tools.
- Cooperate with their end users of the database system in order to review the functions of the database in their PCs (incl. connectivity related issues, firewalls, Internet and PC configurations). Identify potential sources of problems that can affect the functions of the system. Proactively work to prevent further problems.
- Design, implement and maintain user friendly web sites containing ODA information. Improve the online and offline presence of the project activities and resources created by the project (incl. Database user interface, online publication database, web portal, off-line sharing of the information collected through the database and development of related web sites)
- Investigate how the project personnel can use IT tools more efficiently in their work. Train the team members on new IT applications when required. Review opportunities and alternatives to improve the email system. Progress the initiative to develop paperless reporting/paperless office concept.
- Process the data stored in Ms. SQL USING Ms Access and other similar database programmes. Create specific automated reports which respond to stakeholders needs using the database tables.
- Reviewing options to merge data from other Management Information Systems to DAD database. Assess the different options to synchronize the systems, transfer data between them. Oversee the implementation of pilot programs in information management and database areas.
- Other tasks as required by the Project Coordinator.

**Assignment target (i.e. capacity building impact):** Better use of ODA information and thus more informed decision making and overall development of Viet Nam.

### Required Volunteer qualifications:

- **Education:** Academic or working background in Information Technology, database management and Management Information Systems
- **Language:** Full proficiency in both spoken and written English; Ability to read and write technical documents related to the field will be crucial to the success of the project.
- **Specific skills in requested area:** Relevant experience of strategic IT management, international or local expertise in IT planning and management consulting, ICT policy and strategy formulation, especially in ICT for human development; Excellent skills in web development and open source operating systems, including open source software and databases (such as PHP and MySQL). Excellent and proven ability to manage databases and create innovative solutions for database management.
- **Computer/software skills:** Advanced computer skills including office tools and ability to work online using Internet are a prerequisite for successful completion of tasks. Good understanding of management information system is required.
- **Additional skills:** Demonstrated ability for strategic thinking and policy analysis; Strong coordination and negotiation skills with stakeholders from public and private sectors at national and international level; Ability to work with a team in a multi-cultural environment, preferably working experiences in developing countries; the candidate should be able to demonstrate prior experience of working in organised and proactive manner. He/She should obtain the ability to prioritise and perform demanding tasks against tight dead lines; Patience and experience in working with people with limited computer knowledge is required. Working experience in a relevant area is considered as asset; Proven Interest In Development related Issues; Commitment to volunteerism and experience as a volunteer.

# Request for a Spanish University Volunteer

TOR #10

## Other Information:

- Location of assignment: Hanoi, Viet Nam
- Type and approximate cost of available accommodation<sup>1</sup>: Apartment, around 200-300 USD per month
- Security provision and approximate costs: Not applicable. Accommodations are already in line with the Security measures.
- Means of local transport for the volunteer: Public transportation, busses, taxi
- What other facilities will be offered to the university volunteer(s)?:

To be filled out by the UNV Country Office Team:

Visa requirements: Volunteers will need an entry visa to Vietnam. UNDP/UNV can provide assistance in the visa's application process.

---

<sup>1</sup> The accommodation for university volunteers has to be compliant with the Minimum Operating Residential Security Standards (MORSS). It needs to be cleared by the UN Field Security Officer **prior** to the fielding of the volunteers. **They need to be estimated or budgeted at the TOR request when filling the form**, if any.