

TERMS OF REFERENCE AND SCOPE OF SERVICES FOR THE POSITION OF FUNCTIONAL SUPPORT OFFICER - HUMAN CAPITAL MANAGEMENT/MINISTRY OF PUBLIC SERVICE

Background

The Ministry of Public Service has been implementing the Integrated Personnel and Payroll System (IPPS), a computer based Human Resource Information System that manages the processing and payment of Government of Uganda Salaries, Pension and Gratuities. IPPS also facilitates the establishment control and management of the Public Service Organisations.

Government of Uganda is in the process of procuring a Human Capital Management (HCM) system that will seamlessly integrate with Integrated Financial Management System and other Government ICT systems but also automate all Human Resource functions across Government Ministries, Departments, Agencies and Local Governments.

To achieve successful implementation and deployment of the HCM system, the Ministry of Public Service seeks to recruit highly motivated personnel to provide technical support to the HCM project. The recruited personnel will be required during the Pre and Post Project Implementation Period.

Objective:

The Functional Support Officer will be responsible for the administration and management of the HCM Helpdesk through providing first level support and logging all issues raised by clients from time to time.

Specific Duties and Responsibilities:

- i Provide first level support and log all issues raised by clients with the vendor.
- ii Escalate any upcoming issues to responsible persons for resolution.
- iii Maintain log matrix and provide regular reports.
- iv Provide training and support to the operationalization of different HRM modules.
- v Monitor the problem management database and follow up with assigned personnel to ensure timely resolution of problems.
- vi Prepare daily, weekly, and monthly statistics, status reports, and graphical reporting aids on the HCM users support issues.
- vii Develop metrics and templates to evaluate HCM users support issues, response times and their solving rates.
- viii Provide technical support to users in logging their issues.
- ix Serve as the around-the-clock contact for HCM related support issues.
- x Any other duties as assigned from time to time.

Qualifications and Experience

The ideal candidates for the Functional Support Officer should have the following minimum qualifications and experience;

1. An Honours Bachelor's degree in in the fields of Social Sciences, Development Studies, Information Communication Technology, Mass Communication, Public Relations or a related discipline from a recognized institution.
2. Specialized training and qualifications/certification in Customer Care or ITIL Services.
3. Knowledge of Public Sector procedures Human Resource Management processes.
4. A minimum of two (2) years' experience in Help Desk or Customer service or related filed.
5. Experience in functions related to an IT information System is an added advantage.

Knowledge, Skills, and Abilities Required

- i Ability to implement and administer a computerized Help Desk incident logging system servicing large volume of incident logs.
- ii Knowledge of computerized systems, applications, procedures and techniques as well as hardware and software.
- iii Knowledge of incidents monitoring system including relevant experience of intranet and internet service provision.
- iv Knowledge of reports writing skills and presentation.
- v Ability to work beyond official working hours.
- vi Good inter-personal and communication skills.

Outputs

- i Fully functioning IPPS Help Desk environment supporting IPPS users.
- ii Proper documentation and operational manuals for the IPPS Help Desk.
- iii Proper records of the IPPS incidents register.
- iv Training, capacity building and knowledge transfer.

Reporting Arrangement

Functional Support Officer will report to the Functional Support Supervisor and will provide monthly, quarterly and annual performance reports

Contract Arrangements

The assignment is for one (01) year and may be renewed based on need and satisfactory performance.

Facilities to be provided by the Client

Ministry of Public Service will make available on request all data necessary in carrying out the assignment. Ministry of Public Service will also provide office space and relevant office facilities during the period of the assignment.