

TERMS OF REFERENCE

Welfare Benefits Board (WBB) Ministry of Finance, Economic Stabilization & National Policies (MoF)

SOCIAL PROTECTION PROJECT (SPP)

IT SPECIALIST

1. BACKGROUND

1.1 Context. Sri Lankans have been hit by a significant economic downturn over the past two years. The spread of the coronavirus pandemic, as well as fiscal and monetary indiscipline have shrunk the economy. Sri Lanka's gross domestic product contracted by 7.8% in 2022, while inflation peaked at 69.8% in September 2022, and the Sri Lankan Rupee (LKR) depreciated close to 80 percent against the US dollar in 2022. As a result, the poverty rate doubled from 13.1% to 25% (\$3.65 per capita, 2017 PPP) between 2021 and 2022. Around 75% of households were estimated to have experienced a reduction in their incomes, and 37% of households were facing acute food insecurity in November 2022. Moreover, women-headed households, which were already 60 percent poorer than male headed households, were pushed deeper into poverty.

1.2 The Project. The Social Protection Project (P178973), approved by the World Bank (WB) Executive Board, supports the Government of Sri Lanka (GOSL) in implementing key reforms that will increase efficiency and effectiveness of spending and improving the responsiveness of the social protection system. The Project Development Objective of the Project is to support Sri Lanka in providing better targeted income and livelihoods opportunities to the poor and vulnerable.

1.3 Project Components and Funding. The total value of the Project is US\$200 million. The first component of the Project is allocated with \$185 million to streamline and finance the new country welfare benefit payment Aswesuma. The second component is allocated with US\$7 million to pilot an economic inclusion program - which will be Sri Lanka's first comprehensive "Economic Inclusion Pilot" - using global experience, and the third component of US\$8 million is to strengthen the government's capacity to deliver the social protection programs.

1.4 Implementation Arrangements. The Project has two implementing agencies: Ministry of Finance (MoF) and Ministry of Women, Child Affairs, Social Empowerment (MoWCASE). The Welfare Benefits Board (WBB), under MoF, will manage the day-to-day operations for strengthening of the social registry and payments to beneficiaries for new cash transfer program Aswesuma, while the Department of Samurdhi Development (DSD), under MoWCASE, will manage the day-to-day operations for the economic inclusion pilot and integrated family support.

The Project Management Team (PMT) in WBB is looking for a qualified Deputy Project Director (DPD) to help WBB manage all the project management activities related to the above Project.

Essential Job Functions :

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to handle multiple tasks at a time and properly prioritize the order in which they are resolved
- Troubleshoot software and applications, including but not limited to: general PC/workstation support, basic network troubleshooting, and AV support. Able to assist with installations and upgrades of a wide range of software and applications.
- Provide technical support and basic training to Stakeholders.
- The ability to successfully gather all required and relevant information, from users and systems, to troubleshooting to completion.
- Take ownership of all support tickets and effectively escalate when required.
- Manage users (across all systems) and emails.
- Document important information.
- Maintain confidentiality with regards to the information being processed, stored or accessed by the network.
- Bring to the attention of IT management if any documentation is out of date or needs revision.
- Maintain backups of the system.
- The ability to work individually and as part of team.
- The ability to collaborate within the team.
- Strong communication skills.
- Assist with IT infrastructure deployment of WBB

Other Duties and Responsibilities :

- Communicate regularly and effectively with all employees, supervisors, managers and directors.
- Perform work in a safe and high quality manner.
- Must be able to work flexible work hours/schedule including evenings, weekends and holidays. Long hours may be required