**Expert Position Opportunity**

**1. Position:**

 IT Infrastructure and Quality Control Hardware Expert (Senior Non-Key Expert)

 **2. Project title:**

Technical Assistance for the contract “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”

**3. Project number:**

NEAR/BEG/2022/EA-RP/0110

**4.** **Reference documents:**

* Terms of Reference of the projects Technical Assistance for the contract ‘’Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)” and “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”
* Methodology of the Technical Assistance Contractor selected to implement the project: Technical Assistance for the contract ‘’Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”
* Methodology of the Software development contractor, selected to implement the project: “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”

 **5. Starting date of the assignment:**

December 15, 2023

**6. Duration of the assignment:**

December 2023 - May 2026

**7. Project Objectives:**

The overall objective of the project is to continue the process of modernisation of the Customs administration, which will provide access to the common computerised customs systems, as well high-quality services to citizens and business entities following the EU accession process of the Republic of Serbia towards joining the EU.

The expected outputs of this contract are as follows:

* Result 1 - Drafted quality assurance reports and provided quality assurance services related to the activities of the external contractor(s):
	+ Software development contractor, selected to implement the project: “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”
	+ Hardware and networking equipment supply contractor, selected to implement the project: Supply contract for the “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”
	+ Other contractors, selected by CAS to implement IT projects, financed by the EC programs / funds within the project duration.
* Result 3 - Draft updated IT Strategy and IT Tactical plan of CAS, calibrated IT infrastructure components to meet the non-functional requirements related to the functioning of AIS, AES and CDS – accessibility, security, performance, etc.

**8. Requirements:**

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| --- | --- |
| Qualification & Skills | * A level of education which corresponds to completed university studies of at least 3 years in Information Systems and Technologies or equivalent
* In the absence of formal education, 12 years of professional experience in the field for which the expert is mobilised
* Fluent in English, both written and spoken
* Strong collaboration within a team
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| General professional experience | Minimum 7 years of professional experience in the field of IT Infrastructure and Hardware Quality Control |
| Specific professional experience | * Minimum 3 years of experience in providing support to different companies in the area of IT Infrastructure and / or Hardware Quality Control.
* Occupied at least 1 position as an IT Infrastructure Lead on a project
* At least 2 projects being in charge for the IT infrastructure servers, new releases, service packs, patch or hot-fixes
* Physical Architecture design, setup, installation, and configuration of the new HW equipment and operating systems
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**9. Area of expertise:**

Participated in Quality Control of IT Physical Architecture design and implementation / contributed to setup, installation, and configuration of new hardware equipment and operating systems / participated in installation and administration of application and database servers / experienced in deployment of new releases, service packs, patch or hot-fixes for operating systems, application and database servers.

**10. Areas of responsibility:**

The expert will work closely with the Project Team and other Project Team Experts, beneficiaries, and stakeholders to ensure the implementation of the activities of the following Project components, on his/her area of expertise:

* Perform Quality control (QC) of deliverables of other contractors and monitoring of their services.
* Perform Quality Control of the Qualification of new releases, service packs, patch or hot-fixes.
* Assistance with the calibration of the design, setup, installation and configuration of the new equipment and operating system to facilitate the installation and administration of the AIS, AED and CDS.
* Preparation of recommendation paper related to specifics within the installation and configuration processes.
* Provision of Quality Control, Quality Assurance, including Quality Control of the deliverables of external contractors and monitoring of their services, Quality Assurance by the execution of FAT and SAT test, modification and adaptation of selected templates and methods.
* Cooperation with the Project Team, CAS representatives and external contractors during the implementation of their tasks.

**11. Related outputs:**

* Recommendation’s paper related to specifics within the installation and configuration processes
* Quality Control Reports
* Quality Control Report in relation to sub-activity
* Quality Control Reports on the Qualification of new releases, service packs, patch or hot-fixes

**12. Evaluation of work:**

The expert’s performance will be assessed by the project TL, KE 2, and the Beneficiary’s representative.

**13. General information**

The interested candidates are invited to submit a detailed curriculum vitae by November 30, 2023, via email to the following address Nadja.Petrovic@rs.ey.com. Only shortlisted candidates will be contacted.

**Note that civil servants and other staff of the public administration, of the partner country or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. Experts must be independent and free from conflicts of interest regarding the responsibilities defined in this document.**