



SUPPORT OF INFORMATION TECHNOLOGY (IT) DEPARTMENT

**RECRUITMENT OF A CONSULTANT FOR DEPLOYMENT OF MICROSOFT
OFFICE 365 ENTERPRISE AND THE DESIGN AND DEPLOYMENT OF AN
INTRANET PORTAL BASED ON MICROSOFT SHAREPOINT**

TERMS OF REFERENCE

Recruitment of a Consultant for Deployment of Microsoft Office 365

The West African Health Organisation (WAHO) is the health institution of the Economic Community of West African States (ECOWAS), with the mandate to ensure the attainment of the highest possible standard and protection of health for the people of the ECOWAS region. Achieving this mandate includes ensuring that WAHO remains a health repository of information in alignment with the current trend of digital revolution including modern email and intranet system. To this end, WAHO plans to migrate to Microsoft 365 Enterprise. Its goal is to help realize a modern and highly functional workplace, in which all users can enjoy a secure and highly reliable environment for exchanging emails, ideas, having conversations, collaborating, and achieving maximum productivity.

It is against this backdrop that WAHO seeks to recruit a qualified and experienced consultant for the deployment of Microsoft office 365 enterprise and the design and deployment of an intranet portal based on Microsoft SharePoint.

In addition, the Consultant will be tasked with the reinforcement of WAHO's digital infrastructure and network security.

The Consultant will be integrated within the IT Unit and will work in collaboration with the IT staff and the West African Health Informatics Team (WAHIT).

Duties and Responsibilities

The Consultant will be responsible for:

- Developing and elaborating a framework for executing the mission;
- Updating the IT Procedures Manual in line with Microsoft Office 365;
- Elaborating, validating, and implementing the change management plan for Microsoft Office 365;
- Finalising the requirement for licenses to be acquired from Microsoft;
- Help align users' accounts in On-Premise Active Directory and their email on internet;
- Customize on premise Active directory based on needs from Office 365 deployment;
- Deployment of Office 365 on azure and synchronization with Active Directory and other WAHO on premise services;
- Migration of WAHO legacy system email to Microsoft office 365;
- Help WAHO leverage on the use of all collaborative facilities of Microsoft office 365 Enterprise (Office suite, Microsoft Teams, SharePoint, Intranet, etc.);
- Migration of the setup on staff computers for the new system;
- Training of all staff for adequate use of the new system;
- Participate in the support and awareness of staff in the area of Email & IT security;
- Undertake all other relevant IT activities/duties that may from time to time be assigned by WAHO management.

Required Qualifications, Experience and Skills:

- At least a bachelor Degree in Software Development, Digital Networking, Telecommunications, or other related disciplines,
- At least five (5) years of professional experience in the administration and configuration of servers and networks,
- Advanced knowledge in the following areas: SharePoint Server Farm, Exchange Server & Online (Office365), Windows Server 2016/2012,
- Possess a high mastery of Microsoft Office 365 Enterprise, Microsoft technologies in general and in particular Active Directory, GPO, Scripting PowerShell, Microsoft Azure on Cloud, etc.,
- Familiar with all the rules and protocols for data exchange of network computer systems, operating systems and system diagnostics,
- Possess a good understanding of network protocols, operating systems and system testing procedures,
- Capable of deploying solutions in heterogeneous IT environments (Microsoft and Linux systems),
- Experience with at least one of these two virtualization systems will be a plus: Microsoft Hyper-V or VMware ESXi/vCenter,
- Relevant experience in designing, planning, deploying and administering a Microsoft Office 365 Enterprise tenant, IT security, deploying and migrating messaging systems and Microsoft Collaborative tools,
- Having one or more of the following certificates will be an advantage:
 - An ITIL and/or COBIT Certification;
 - MCSA Certification: Office 365;
 - A Microsoft 365 Certified: Messaging Administrator Associate certification;
 - A Microsoft 365 Certified: Fundamentals or other cloud certification;
 - Any other professional certification in Networks and Servers;
- Fluency in writing technical documents,
- Very proactive with excellent communication and listening skills,
- Ability to work under pressure and manage stress,
- Ability to work in a multicultural environment,
- Curiosity, autonomy, dynamism, involvement and rigour,
- Teamwork and organizational skills are also essential,
- Candidates must be fluent in oral and written expressions of one of the ECOWAS languages. Knowledge of another of the three languages will be an added advantage.

Content of the EOI

The West African Health Organisation (WAHO) invites qualified individuals to express their interest in providing the aforementioned services.

The Consultant shall be engaged for a fixed period of twelve (12) months subject to three (3) months' probation. The incumbent shall enjoy an attractive consolidated remuneration.

The Consultant shall be based at WAHO Headquarters in Bobo- Dioulasso, BURKINA FASO. He or She may be required to travel across the ECOWAS region.

Applicants interested in this notice should provide information that they have the required qualifications and relevant experience to perform the services (Cover letter indicating the position applied for, detailed Curriculum Vitae - including description of past similar assignments, and experience - and copies of supporting documents).

Selection will be carried out in accordance with the procedures for the selection of individual consultants as set out in the ECOWAS procurement Guidelines. The final selection will be made after interviewing the shortlisted candidates.

WAHO shall not bear any costs or expenses incurred by the Consultants in connection with the preparation or submission of the EOI.

Prof. Stanley OKOLO
Director General