TERMS OF REFERENCE

For Hiring of Assistant-I (ICT) under the World Bank Financed Assam Agribusiness and Rural Transformation Project (APART).

Project Background:

1. The Government of Assam (GoA) through Government of India (GoI) has received/obtained a loan from the World Bank for Assam Agribusiness and Rural Transformation Project (APART). Assam Rural Infrastructure and Agricultural Services (ARIAS) Society is the apex coordinating and monitoring agency for APART while West Assam Milk producers Cooperative Union Limited (WAMUL) is the implementing agency for the activities under "Formal Dairy Sector" in the project. WAMUL now intends to engage an **Assistant-I (Information & Communication Technology)** on Contractual basis towards implementation of the APART project.

2. The development objective of APART is to "add value and improve resilience of selected agri value chains focusing on smallholder farmers and agro-entrepreneurs in targeted districts of the State of Assam"

3. There are four components to the project: **The first component (A)** is Enabling Agri enterprise Development, with sub components being (i) enhancing state capacity to attract private investments, (ii) setting up of an Enterprise Development and Promotion Facility (EDPF) (iii) setting up of an Agribusiness Investment Fund (AIF) (iv) establishing stewardship councils. **The second component (B)** is Facilitating Agro Cluster Development with sub-components being- (i) support establishment of cluster level Industry Associations (IAs), (ii) supply chain support. **The third component(C)** is Fostering Market Led Production and Resilience Enhancement with sub components being (i) promoting climate resilient technologies and their adoption (ii) Facilitating market linkages through market intelligence and product aggregation (iii) Facilitating access to and responsible use of financial services. **The fourth component** is Project Management, Monitoring and Learning.

4. The project will achieve the proposed PDO by: (i) promoting investments in agri-enterprises, reducing the business and transaction costs, facilitating access to finance for agribusiness entrepreneurs, and, where appropriate, push for process, regulatory and/or policy change; (ii) supporting the development of a modern agri supply chain; improved information communication technologies (ICT) based farm information and intelligence services, and alternative marketing channels; and (iii) improving producers' access to knowledge, technologies and infrastructure so that they are able to respond to market opportunities and climate variability. To achieve the PDO, the project will adopt a cluster approach both in terms of production (production clusters) and processing (enterprise clusters)

WAMUL's Role

5. WAMUL will be the implementing agency for the Third Component C - and sub-component -C.1.3.1 - Milk value chain: Formal sector. The focus of this value chain is productivity enhancement by genetic up gradation of Non-descript cows using Artificial insemination, improved feeding through Fodder production demonstration and organizing farmers into Milk Producers Institutions (MPIs) that eventually will get registered as Dairy Cooperative Societies (DCS) and etc. The project will also install Bulk Milk Coolers (BMCs) for handling increased volume of raw milk procurement and maintaining the quality till it is transported to the Processing plant. Solar powered data processor-based milk collection units (DPMCU) will be installed at each DCS to ensure transparency in milk reception, weight measurement and quality testing for making producers payments. The project will be leveraging the liquid milk processing and product manufacturing capacity of WAMUL.

Scope of Position of Assistant-I (ICT)

WAMUL intends to engage an Assistant-I (ICT) on contractual basis under the project, who will be primarily assisting in IT, ITeS & MIS related work and implement various programme keeping in view the immediate and long-term technology requirement to be positioned at WAMUL, Guwahati. He/ She will be responsible for assisting all Computing Infrastructure activities such as ERP Applications, Android Applications, MIS Reports, Server Management, Network Infrastructure, Database Management, Asset Management, Communication Application, Remote/Desk Side support to end user etc. of WAMUL. This includes coordination within the organization as well as the service providers.

The Assistant-I (ICT) will be placed at WAMUL, HO under APART and will report to Group Head (ICT). However, he/she may also be posted/transfer in due course of time as per requirement in WAMUL functional area for executing relevant job. Also, he/she shall have to provide technical supports onsite/offsite in WAMUL and its operational area in relevant field as per requirement.

Qualification, Experience, Skills, Age

6. Essentials:

a. **Educational Qualification**: ITI in Computer Operating & Programming Assistant (COPA)/Information Technology & Electronic System Maintenance (IT & ESM)/ Electronics after 10th Standard from a recognized institute

or

10+2 with DOEACC 'O' Level/ Hardware & Networking certification from reputed training development centres/ institute.

b. **Working Experience:** Minimum 2 years Post- Qualification relevant experience in the field of Information Technology. Working Experience in 24*7 Industry based organization for Information Technology/ICT/IT Enabled Services will be preferable.

c. **Computer Skills:** Knowledge of Maintenance of Hardware, Network Equipment's, Data Management, Process Documentation, Audio-Video Conferencing and other IT Infrastructure Services, Helpdesk Support in Public/Reputed Private Sector/Autonomous Bodies.

d. **Language**: Fluency in Assamese, English and Hindi (Read/ Write/ Speak).

e. **Age**: Age of the candidate should not be more than 31 years as on 1st January, 2022. However, age relaxation upto 2 years may be given in case of outstanding/extraordinary candidates.

7. Desirable:

a) Experience of providing IT technical Support & Development, Implementation and overall Facility Management of IT Infrastructure.
b) Ability to work effectively in Commissioning, installing new applications and customizing existing applications in order to make them fit for purpose.
c) Define and improve all System and Network operations processes.
d) Should be efficient in troubleshooting Hardware/ Network Problems.
e) Should be comfortable in working at Village Based Area of Assam for installation and support of IT Enabled Services.
f) Co-ordination with OEM/Vendors for technical support.
g) Desk Side Technical Support of Network, e-Mail, Application Software, MIS and other related IT Activities to end users.
h) Sound Knowledge of Audio-Video Conferencing Setup.
i) Troubleshooting knowledge of Online/Offline UPS.
j) Technical knowledge of CCTv installation and media backup.
k) Should be fluent in Speaking and Writing of English, Hindi and Assamese language.
l) Should be efficient in Data Entry of various reports.
m) Should be able to work in an environment of 24*7. However, applicable leaves and holidays will be mapped based on industry roster, where mandatory 1 day off will be provided in a week.
n) The candidate should have following attributes –
   1. Leading, inspiring and building trust
   2. Creative thinking and innovation
   3. Focusing on result
   4. Thinking strategically
   5. Building relationship and teamwork
   6. Influencing and persuading
   7. Resolving conflicts and other problems
   8. Being adaptable

8. Key Job Responsibilities (Indicative):

Assistant-I (ICT) will be responsible for

a) Communicating regularly with technical, applications and System and network managers to ensure database integrity and security.
b) Plan, organize, control and evaluate IT and electronic data operations
c) Ensure security of data, network access and backup systems.
d) Providing IT technical Support & Development, Implementation and overall Facility Management of IT Infrastructure.
e) Data Entry Operations.
f) ICT related Multi-Tasking Activities.

9. Remuneration, payment terms and leave:

a) The remuneration of the Assistant-I (ICT) will be approximately Rs. 3.17 lakhs per year depending upon experience, qualification and pay package of last assignment.

b) The Assistant-I (ICT) will be eligible for paid leaves/Holidays as per the applicable norms/policy of WAMUL.

c) He/she will be paid TA/DA as per norms/policy of WAMUL.

10. **Reporting and Performance Review:**

    a) The Assistant-I (ICT) will report to Group Head (ICT).

    b) Performance will be reviewed as per Key result areas (KRA). The remuneration may be enhanced on an annual basis as per prevailing rules of WAMUL, which will be completely performance based.

11. **Duration of assignment:**

    a) The contract period of the Assistant-I (ICT) will be for an initial period of 2 (Two) years, which may be extended on satisfactory performance. Continuity of the Assistant-I (ICT) beyond 1 (One) year from the date of joining will also depend upon his/her performance.