REQUEST FOR EXPRESSIONS OF INTEREST
(INDIVIDUAL CONSULTING SERVICES)
Federated States of Micronesia (FSM) Nationals Only

FEDERATED STATES OF MICRONESIA
DIGITAL FSM PROJECT
Grant No.: P170718

Assignment Title: Technical Support Specialist
Reference No.: **FM-DOTCI-484685-CS-INDV**

The Government of the Federated States of Micronesia has received financing from the World Bank toward the cost of the Digital FSM Project and intends to apply part of the proceeds for consulting services.

The consulting services ("the Services") include liaising and working with the Assistant Secretary of the Division of Communications who provides the overall leadership of the Digital FSM initiative, consultants, CIU staff and other Departmental staff in relation to the Project.

The Terms of Reference (TOR) for the assignment are attached to this request for expression of interest.

The Department of DTC&I now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services (attach curriculum vitae with description of experience in similar assignments, similar conditions, etc.)

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016 setting forth the World Bank's policy on conflict of interest.

Further information can be obtained at the address below during office hours: *8:00 AM to 5:00 PM.*

Expressions of interest and Resume must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by **September 5th , 2025.**

Attn: Mr. Carlson D. Apis
    Secretary
    Department of Transportation, Communications, & Infrastructure
    P.O Box PS-2, Pohnpei, FM 96941

Email: ashika.raj@tci.gov.fm
Web: www.tci.gov.fm

cc to: communications@tci.gov.fm
FSM TCI-Communications Division

And

cc to: raynard.kermen@tci.gov.fm
Lead Project Officer

Digital FSM Project
Technical Support Specialist

TERMS OF REFERENCE

LOCATION: FSM National Government, Palikir – Project Implementation Unit (PIU)

DURATION: Initial contract duration of one year (full time). Potential to extend based on satisfactory performance.

Position Overview:

The Technical Support Specialist plays a pivotal role in supporting the implementation of Component 2 across the National Government. The shift to cloud computing requires always on reliable Wi-Fi and will require new skills and leadership to show how this is possible. This is a high-profile role for the right candidate to develop, explain and support the shift to cloud-based computing whilst ensuring that the pieces are in place to make things work as they should.

This position encompasses the administration and operation of critical networks, hardware, software, and operating systems essential for the division's planned operations as a result of its role as a lead agency for the Digital FSM. The incumbent will lead troubleshooting efforts, coordinate software procurement, manage licensing tracking systems, and provide comprehensive training to staff members, including collaboration on developing cybersecurity capability in partnership with departments.

Key Responsibilities:
- Lead the provision of advanced technical support to the Assistant Secretary and divisional staff.
- Oversee the administration and operation of networks, hardware, software, and operating systems.
- Spearhead troubleshooting initiatives, encompassing diagnosis, hardware repair, and advanced network and application assistance.
- Coordinate and manage the procurement of departmental/divisional software.
- Maintain a robust licensing tracking system for centrally acquired software packages.
- Conduct comprehensive training sessions to ensure staff proficiency in assigned tasks.
- Develop and conduct comprehensive training sessions to ensure staff proficiency in assigned tasks.

Lead the establishment and enforcement of cybersecurity protocols, ensuring robust protection against unauthorized access and cyber threats.

Duties Overview:
- Technical Leadership: Assume a leadership role in providing technical assistance to the Assistant Secretary and divisional personnel.
- Network Systems Management: Manage the administration and operation of network systems, including network operating systems, applications, and management software.
- Advanced Troubleshooting: Utilize advanced troubleshooting techniques to diagnose and resolve technical issues efficiently.
- Software Procurement Management: Take charge of software procurement efforts, ensuring alignment with departmental/divisional requirements.
- Licensing System Maintenance: Establish and maintain a comprehensive licensing tracking system for centrally acquired software packages.
- **Cybersecurity Management**: Implement and oversee robust cybersecurity measures, including developing protocols to protect networks and data, conducting regular security assessments, and performing security audits to ensure compliance with standards.

- **Incident Response and Training**: Develop and implement incident response plans for security breaches, lead investigations and mitigation efforts, and design security training and awareness programs in coordination with the CSO to educate staff on policies and best practices.

Qualifications and Experience:
(Mandatory)
- Associate's Degree or equivalent experience in in information technology, Computer Science, or a related field.
- Minimum of 2 years of experience in technical support roles, preferably in a similar organizational context.
- Proven expertise in administering networks, hardware, software, and operating systems.
- Advanced troubleshooting skills with a track record of effectively diagnosing and resolving complex technical issues.

(Desirable)
- Experience in implementing and supporting Microsoft Products (Microsoft 365 and Azure)
- Experience in supporting Cloud infrastructure
- **Cybersecurity Certifications**: CompTIA Security+, Certified Information Systems Security Professional (CISSP), or similar, demonstrating expertise in information security.
- Demonstrated experience in coordinating software procurement and managing licensing tracking systems.
- Strong communication and interpersonal abilities, with a knack for conveying technical concepts clearly.
- Previous experience in conducting training sessions and facilitating knowledge transfer among team members.
- Familiarity with cybersecurity trends, threat landscapes, and the use of security tools (such as firewalls, antivirus software, and intrusion detection systems). Understanding of zero trust and MS security products.