



**UNDP Asia-Pacific Regional Centre  
TERMS OF REFERENCE**

**Title:** SNAP Portal User Support Consultant  
**Type of Contract:** Individual Contract  
**Duration :** 1 year contract with a maximum of 120 working days  
**Duty Station:** Bangkok, Thailand

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**1. Background**

UNDP is the UN's global development network, advocating for change and connecting countries to knowledge, experience and resources to help people build better lives. We are on the ground in 166 countries, working with them on their own solutions to global and national development challenges.

UNDP has established a multi-locational Regional Centre located in Bangkok and Suva (for the Pacific) to support its programmes in the Asia-Pacific region.

The Asia-Pacific Regional Centre (APRC) supports 24 Country Offices and their national partners by sharing knowledge, building capacity and forging partnerships in four practice areas: Democratic Governance, Energy and Sustainable Development, Crisis Prevention and Recovery, and Management. Complementary services are provided in other areas, including capacity development, aid management, public-private partnerships, communications, and promotion of "South-South" exchanges between UNDP programme countries.

Development issues increasingly cut across national borders. The UNDP Asia-Pacific Regional Centre is a hub that translates global knowledge and diverse Asia-Pacific country level experiences into comprehensive policy advice and then into country- and regional-level programmes to achieve the MDGs. This mission requires tools that connect communities of practitioners, and that provide access to expertise and knowledge resources across geographically dispersed offices.

Such web-based tools support the achievement of the Regional Centre's mandates by:

- Establishing communities of practice: Promote deeper engagement and collaboration on development issues between UNDP and other Asia-Pacific development practitioners including public sector organizations, academic and other public institutions
- Increasing service centre capacity for COs: Provide an online presence for demand-driven services to UNDP Asia-Pacific COs, highlighting key activities and information.
- Supporting Regional Centre's process workflows and Standard operating procedures: Manage dispersed regional centres information and business flows through best use of knowledge management (KM) processes and tools.

In this regard, the UNDP Asia-Pacific Regional Centre developed the Solution Networks of Asia-Pacific (SNAP) portal, a web-based tool that connects people for the purposes of collaboration and knowledge sharing.

In December 2007, SNAP was launched to the Regional Centre staff, regional communities of practice (CoPs), and networks. In the first Quarter of 2008, SNAP expanded to include non-UNDP users in selected CoPs. As



#### 4. Duration of Assignment, Duty Station and Expected Place of Travel

The duration of the assignment is between February 2012 and January 2013. The duty station is Bangkok, Thailand.

#### 5. Deliverables/Output

In line with areas and activities outlined above under assignment scope, the consultant will be expected to deliver the following outputs.

Completed Products Under Each Area and Activity	Indicative time frame
1. Provide consultation and direct end-user support to teams on tailored SNAP applications and tools, such as the ICT Baseline, workshop workspaces (sites), workflow/InfoPath-based workspaces (sites) etc., with the SNAP Portal Consultant to ensure adherence to standards and policies.	As Required
2. Maintain online training facility in SNAP, including online access to in-class training modules, updating training materials, adding and maintaining webcasts/screencasts of training sessions and increase visibility of training facility in SNAP Home. This is to be coordinated with SNAP Training strategy.	As Required
3. Update the new features tracker database, logging feature requests from the SNAP Team, Regional Centres users and external users. Produce a report to summarize the findings and analyze the feature requests for strategic decision making support.	Bi-monthly
4. Provide training including at least two training sessions per month, summarized with bi-monthly <i>report</i> detailing the training activity, accomplishments and measures. Online training facility and resources are to be maintained and activities and results included in the detailed report.	Bi-monthly
5. Provide first-line user support to MSU and its clients.	Monthly
Additional Products for the Extension of Agreement	Indicative time frame
6. Prepare documentation on how to setup templates for APRC Weekly Highlights and APRC Summary of Publications as well as how to populate contents and customize the template.	February 2012
7. Prepare user guides for online SharePoint 2010 based KRC and Events management.	March 2012
8. Finalise migration of MSU SNAP content to APRC Intranet	As Required
9. Provide Training to APRC staff on SharePoint 2010-based APRC Intranet	As Required
10. Develop simple SharePoint 2010 applications and workflows in APRC Intranet	As Required
11. UNDP Website: Provide support to programme teams to manage content in HQ CMS (Day CQ5)	As Required
12. UNDP Website: migration of content (pages) from existing APRC websites to HQ CMS	As Required

#### 6. Provision of Monitoring and Progress Control

The above task will be jointly supervised by the Management Support Unit Team Leader.

#### 7. Degree of Expertise and Qualifications

- University degree in Information systems, Computer Science, knowledge management or related discipline
- Over five years' professional experience in information systems, knowledge management, web design, user support and/or training. Proven ability to implement Information Systems, to develop applications, to implement databases and web technologies.

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- Experience providing user support, including help-desk experience, response to issues and problem resolution.
- Knowledge and experience with Microsoft SharePoint 2007 and 2010, especially Microsoft best-practices, workflows, InfoPath integration. Experience developing web applications in ASP.NET is preferable.
- Experience with technical writing and editing skills including development of online training and user support materials
- Coordination (events), coordinating with suppliers for outputs (user materials, printing, graphic design)
- Experience with United Nations would be an advantage.
- Excellent command of written and spoken English
- Good interpersonal communication skills (i.e. ability to communicate well with end users, IT specialists, and management, and including presenting in front of groups).
- Experience with web development/publishing/editing and content management systems (CMS), in SharePoint. Extensive experience with MS Office application suite.

### **Personal and attitudinal requirements**

- Good communication and interpersonal skills and experience in working effectively in a multicultural environment.
- Professionalism: flexibility to make ad-hoc changes as and when the need arises; ability to perform under stress; willingness to keep flexible working hours.
- Teamwork: ability to establish and maintain effective working relations as a team member, in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity given the specific nature and intent of the SNAP and its multi-regional network.
- Communications: excellent interpersonal and communication skills with the RCB management and staff.
- A team-player and self-starter, able to work with minimum supervision, with sound judgment.
- Need creativity for graphics design and writing skills.

**Please visit <http://www.undp.or.th/aboutus/jobs.html> to see full job descriptions. Interested persons should submit a detailed resume, and UN Personal History Form (P11) with a cover letter clearly stating the position title by **29 January 2012**. Women candidates are encouraged to apply. Kindly send the application to:**

#### **Procurement Unit**

**G.P.O Box 618, Bangkok 10501 or email to: [rcb.procurement.th@undp.org](mailto:rcb.procurement.th@undp.org)**

**Only shortlisted candidates will be notified**

**The deadline of accepting applications has been extended until **5 February 2012**.**