TERMS OF REFERENCE

for Consulting Services (Individual Consultant)

EdWay Platform Technical Support Specialist (DevOps / Systems Administrator)

Contract No. LEARN-IC-NIO-UIED-02
Lifting Education Access and Resilience in Times of Need in Ukraine Program
URTF Grant No. TF0C5794

I.   BACKGROUND

Ukraine and World Bank have signed the agreements for the Program "Lifting Education Access and Resilience in times of Need in Ukraine Program" (hereinafter referred to as the LEARN or Operation).

The Operation total financing is US$415 million using a combination of the World Bank's financial instruments: Program-for-Results (PforR) complemented by Investment Project Financing (IPF).

The Program-for-Results (PforR) is implemented through a US$235 million credit provided by Bank resources, supported by credit enhancement from the Advancing Needed Credit Enhancement for Ukraine (ADVANCE Ukraine) Trust Fund, which is backed by the Government of Japan. This is formalized under the Financing Agreement between Ukraine and the International Development Association for the Program (CREDIT NUMBER 7626-UA). An additional US$150 million is provided under the Special Program for Ukraine and Moldova Recovery (SPUR) of the International Development Association (IDA) Crisis Facility, as outlined in the Loan Agreement between Ukraine and the International Bank for Reconstruction and Development for the Program (LOAN NUMBER 9721-UA).

Furthermore, US$30 million in Investment Project Financing (IPF) is secured under the Grant Agreement between Ukraine and the International Bank for Reconstruction and Development and the International Development Association, acting as the administrator of the Ukraine Relief, Recovery, Reconstruction, and Reform Multi-Donor Trust Fund (URTF GRANT NUMBER TF0C5794).

Hereinafter, the portion of the Operation financed through the PforR will be referred to as the Program, and the portion financed through the IPF will be referred to as the Project.

LEARN was developed to address critical challenges and provide essential support to the education sector, aligning with the Ministry of Education and Science's (MoES) Strategic Action Plan.

The Operation will focus on supporting the Strategic Action Plan Priority 2: School education and the New Ukrainian School (NUS). The continuation of the NUS reform is a key priority of the MoES.

The objectives of the Operation are to (i) improve teaching and learning conditions; and (ii) strengthen management capacity of the education system.

For this program, "teaching and learning conditions" refer to three critical factors of education service delivery:

i. safety, including shelters as a pre-condition for schools to open for in-person learning and free and inclusive school bus transportation for students living further distances from schools;

ii. learning materials, especially updated textbooks and age-appropriate learning materials in line with the NUS model; and

iii. teachers trained on NUS standards, principles, and the use of the updated learning materials.

Meanwhile, "management capacity of the education system" refers to institutional capabilities to plan, allocate, and monitor resources based on robust data at the student and school levels.

The NUS Implementation Office (NIO) will be established by the Ministry as an advisory and consultative body. The NIO's primary purpose is to support and implement the New Ukrainian School (NUS) reform by providing expert guidance, strategic oversight, and coordination of reform initiatives across Ukraine.

II. OBJECTIVE

The EdWay Platform Technical Support Specialist is responsible for the stable and secure functioning of the national platform for teacher professional development (EdWay). The position focuses on maintaining cloud infrastructure, implementing DevOps practices, supporting system migration, ensuring platform security, and documenting technical processes to enable sustainable scaling and compliance with national and donor requirements.

III. SCOPE OF SERVICES

The Consultant shall provide the following services, including but not limited to:

- Maintain hosting on AWS infrastructure (EC2, RDS, S3, CloudWatch, IAM)
- Manage system updates (Linux, Nginx/Apache, Node.js, Docker), ensure server performance and monitoring
- Implement auto-scaling, load balancing, and log monitoring tools (Kubernetes, Prometheus, Grafana)
- Ensure platform security: firewalls, SSL, IAM policies, and patching
- Automate deployment via CI/CD pipelines (GitHub Actions, Jenkins) and tools (Ansible, Terraform if applicable)
- Set up backup and disaster recovery plans (automated daily and weekly backups, restore testing)
- Support infrastructure migration or handover, including documentation, account access management, and resource transfer
- Deliver regular reports (bi-weekly or monthly) on system status and activities

IV. REPORTING

The EdWay Platform Technical Support Specialist reports directly to the Project Coordinator and works under the supervision of the Head of the NUS Implementation Office. Collaborates closely with the UIRO digital content and development teams. Submits bi-weekly or monthly technical status updates and infrastructure maintenance reports.

V. PROVIDED RESOURCES

MoES shall provide the Consultant with the information necessary to carry out his/her assignment in a timely manner. MoES shall provide the Consultant with a workplace, including necessary equipment to carry out his/her functions (e.g. PC, communications and office equipment).

VI. QUALIFICATION REQUIREMENTS

Minimum requirements (mandatory):

- At least 3 years of experience in DevOps or system administration
- Proven experience working with AWS infrastructure (EC2, S3, IAM, RDS)
- Strong background in Linux server management, CI/CD pipelines, and Docker containers
- Familiarity with PostgreSQL, Redis, Git, and cloud-based monitoring tools
- Experience in maintaining technical documentation and documenting technical processes
- Proficiency in Ukrainian; English at a working level (reading technical documentation)

Desired Skills and Qualifications:

- Experience with Terraform, Ansible, and container orchestration (Kubernetes)
- Knowledge of security protocols and GDPR compliance practices
- Skills in disaster recovery planning and infrastructure migration

VII. PERIOD AND LOCATION OF EMPLOYMENT

The Consultant shall provide his/her services until June 1, 2026. The contract may be extended subject to satisfactory performance and mutual agreement between the Consultant and the Ministry of Education and Science (MoES) during the Project financing period.

The Consultant shall provide his/her services on a full-time basis.

The incumbent will be based in Kyiv, Ukraine. The Consultant should be required and expected to take business trips to other regions of Ukraine to support implementation of the Project.

VIII. APPLICATION PACKAGE

Interested persons should submit their CVs in Ukrainian and English at the following email address: kateryna.kovtun@mon.gov.ua, Cc: serhiy.artemenko@uiherp.org and maryna.chubenko.piu@gmail.com indicating the email subject: " LEARN-IC-NIO-UIED-02: Selection of EdWay Platform Technical Support Specialist (DevOps / Systems Administrator): [NAME]".

The deadline for submission of the documents is 11:00 am Kyiv time 02.06.2025.

If the Consultant fails to provide CVs in both languages, the Client reserves the right to reject the Consultant's application.