

Annex A

STATEMENT OF SERVICES INFORMATION TECHNOLOGY Assistant

Position:-Information Technology (IT) Assistant

Reports to:- Information Technology (IT) Advisor

I. BACKGROUND

The CIDA Program Support Unit (PSU), hereinafter referred to as the Ethiopia-Canada Cooperation Office (ECCO), was established in 1988 to support CIDA's development assistance program in the Horn of Africa. It provides professional and administrative/logistical services to the Development Assistance section of the Canadian Embassy in Addis Ababa, visiting CIDA Headquarters officers, CIDA consultants, contractors and non-governmental organizations (NGOs) engaged by CIDA to deliver its programs and projects.

Over the last several years, there has been a steady increase in the workload of the ECCO as CIDA has begun to expand its program in Ethiopia and the Horn. As a result, the ECCO has taken on additional responsibilities, which has required a considerable strengthening of its professional resources. It is therefore imperative that the Information Technology and support provided by the ECCO to its staff and consultants be reliable, up-to-date and functional at all times.

An important part of the work of the ECCO is communications, with much of the output being transferred by electronic means to either the Canadian Embassy in Addis Ababa or to CIDA Headquarters in Canada. It is, therefore, important to ensure that the PSU's information management systems are up-to-date and functioning reliably. To this end, computer hardware and software systems are being regularly upgraded, procedures and systems are being reviewed and updated as required, Internet and e-mail access has been provided to the professional staff and a Local Area Network (LAN) has been installed within the ECCO. In other words, the Information and Communication Technology is now critical to the capacity of the ECCO to deliver quality services.

In this context, the ECCO requires the services of an Information Technology Assistant to provide a range of technical support. The services to be provided by the IT Assistant are described below.

II. DESCRIPTION OF SERVICES

For the purpose of this contract, and without limiting the generality of the following, the Information Technology Assistant shall provide the following services:

Under the direction of the Information Technology Advisor, the Information Technology Assistant will provide technical support to the ECCO operation, CIDA programs/projects in a variety of areas, including:

- assist the IT Advisor in managing ECCO's ICT infrastructure;
- provide user support and training to ECCO personnel as required;
- service and maintain the IT equipment, including workstations and printers;
- conduct regular back up of File servers and Email server;
- ensure the Antivirus Software is updated on the servers and workstations at all time;
- assist in the maintenance of the website and the databases;
- any other related duties as directed by the IT Advisor/ECCO Director.

III. SCOPE OF WORK

3.1. General:

Without limiting the generality of the foregoing, the Information Technology Assistant shall provide all technical services as required to perform the services as outlined in Section 2 above.

3.2. Specific tasks:

The work to be carried out shall include, but not necessarily be limited, to performance of the tasks described hereunder.

3.2.1. Assist the IT Advisor in managing the ECCO's ICT infrastructure:

- 3.2.1.1. Monitor/troubleshoot the Internet link equipments to ensure connectivity
- 3.2.1.2. Monitor/troubleshoot the Local Area Network and messaging (email) services when the need arises
- 3.2.1.3. Monitor/troubleshoot the PABX, Surveillance Camera and conference system and ensure the required service provided accordingly and take appropriate corrective measures
- 3.2.1.4. Take inventory of ICT related equipments and software
- 3.2.1.5. Assist the IT Advisor in installing and upgrading Hardware and Software
- 3.2.1.6. Undertake the printing and editing of required in-house materials, such as, organizational chart, business cards, brochures, forms, reports and similar documents for the ECCO
- 3.2.1.7. Verify the performance of all laptops and other IT related equipments that will be issued or returned
- 3.2.1.8. Issue laptops and other IT related equipments to clients as per ECCO's IT service request procedure, ensure its proper return and report to the IT advisor if damage or loss occurs
- 3.2.1.9. Assist the IT Advisor in documenting ECCO's ICT infrastructure

3.2.2. Provide user support and training to ECCO personnel:

- 3.2.2.1. Provide day-to-day technical support to ECCO personnel on IT related tasks
- 3.2.2.2. Assist the IT Advisor in designing and delivering IT training for the ECCO personnel, whenever required

- 3.2.3. Service and maintenance of the IT equipment, including workstations and printers:
 - 3.2.3.1. Provide preventive maintenance for the IT related equipments as per a schedule designed jointly with the IT Advisor
 - 3.2.3.2. Maintain IT related equipments
- 3.2.4. Cover for the IT Advisor in her/his absence
- 3.2.5. Undertake other closely-related duties as directed by the IT Advisor

IV OUTPUTS

The outputs expected from the Information Technology Assistant will include:

- Activity and other reports.
- Draft correspondence.
- Equipment inventory.
- A functioning and functional LAN and individual computers.
- A functioning internet and messaging services
- Printed desktop published documents

V. TASK_COMPLETION

These terms of reference outline the main parameters for the IT Assistant's work. Specific activities and outputs falling within these parameters for which the incumbent will be responsible, will be prepared in consultation with the IT Advisor. Other related tasks could be included on an ad hoc basis.