







## **Annex -1**

### **TERMS OF REFERENCE FOR IT CONSULTANCY**

#### **1. Duties and Responsibilities**

- Managing IT system, infrastructure and services.
- Provide day-to-day support to ensure the smooth running of the computers, network devices, printers as well as end-users' requirements
- Perform the administrative activities associated with maintaining servers, network and PC's, Active Directory, phone systems as well as mobile email support.
- Making recommendations, such as suggesting appropriate hardware, software and systems
- Troubleshoot and resolve application issues, maintain and update technical support documentation
- Designing, installing and testing new systems and software, and fixing any issues that arise
- Plan and implement network and IT infrastructure security.
- Providing advice on technology best practices.
- Develops and conducts various training and instruction for system users on operating systems and other applications; assists users in maximizing the use of networks and computing systems.
- Maintains confidentiality regarding the information being processed, stored or accessed by the end-users on the network.

#### **2. Qualifications & Experience:**

- 5+ years' experience in a similar role.
- Hands-on experience in Windows server administration, Linux server administration and Network configurations.
- In-depth knowledge of computer hardware, software, and OS (Windows and macOS)
- Experience with virtual environments
- Professional Qualification - Microsoft Certifications (MCSA or MCITP)

- Ability to cover after-office hours and weekend support if there are any infrastructure issues
- Excellent written and verbal communication.
- Creative problem-solving skills.
- Good management and organizational skills.