Statement of Work

Consultancy Title: IT Support Officer (Consultant)
Consultancy Type: Part time
Reporting to: Human Resources Specialist

I. **Introduction:**

Ipas is an international non-governmental organization (INGO) which works to assist the Government of Pakistan in achieving the country's commitment towards the Sustainable Development Goal 3 (good health and wellbeing). It seeks to reduce maternal mortality and morbidity associated with complications due to unsafe practices. Improving reproductive healthcare is vital to preserve women's reproductive capacity (fertility). We collaborate with provincial governments (in Punjab, Sindh, and Khyber Pakhtunkhwa) and the ICT region to provide technical assistance and support for strengthening the public and private healthcare system. We improve the provision of maternal healthcare services based on nationally approved guidelines and recommended technologies such as uterine evacuation and healthy spacing methods. We help to upgrade government-run hospitals and medical facilities by providing need-based equipment, supplies, and training to health care practitioners.

II. **Period of Performance:** September 1, 2024 – June 30, 2025. The consultant will work from Ipas for 3.5 hours a day and will be available on call for IT support if needed.

III. **Place of Performance:** Ipas Head Office in Islamabad

IV. **Statement of Work:**

The IT Support Officer will be responsible for maintaining and enhancing the IT systems, ensuring smooth and efficient operations across the office. The IT Support Officer will provide technical support and assistance to office staff, manage IT systems, and ensure the security and efficiency of the IT infrastructure. This includes troubleshooting hardware and software issues, maintaining network systems, and ensuring data security and backup protocols are followed. Maintaining of IT asset inventory. IT support officer will also ensure the compliance of Ipas IT policy.

A. **KEY RESPONSIBILITIES**:

Technical Support

- Provide first-line technical support to office staff for hardware, software, and network issues.
- Respond to and resolve IT support requests in a timely and efficient manner.
- Install, configure, and maintain computer systems, printers, and other peripherals.
- Ensures operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories and evaluating new equipment and techniques.
- Scheduling and managing meetings, conferences, workshops, and special events through multiple software including Zoom, Teams etc.
- Creation of logo/designing as per requirement to be uploaded on Website on Adobe Photoshop and similar software.
- Regularly test the Internet speed and official equipment to ensure smooth IT support when/where required.

- Assist in IT-related projects, including system upgrades and new technology implementations. technical equipment coordination and deployment during official events/gatherings.
- Work with vendors and service providers as needed.

System Maintenance
- Perform routine maintenance on IT equipment and systems.
- Ensure all software and hardware are up-to-date and functioning correctly.
- Manage software licenses and inventory of IT assets.
- Cleaning/dusting equipment as part of maintenance of personal issued IT devices
- Ensures operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories and evaluating new equipment and techniques.

Data Security and Backup
- Implement and maintain data security protocols.
- Regularly backup data and ensure disaster recovery procedures are in place.
- Monitor for potential security breaches and respond to IT security incidents.
- To ensure the compliance with "Ipas Technology Acceptable Use Policy"

User Training and Documentation
- Conduct training sessions for staff on IT systems and best practices.
- Assist in the development of IT policies and procedures.
- Maintenance and upgradation of Ipas Pakistan official website and LinkedIn page

IT consultant can be called for IT support after working hour if needed.
Any additional task assigned by CD/Supervisor
Travel on need bases after supervisor approval

B. SELECTION REQUIREMENTS

Education

Required:
- Bachelor's degree in information technology/computer sciences

Desired:
- Master's degree in information technology/computer science
- Advance certifications in the field of IT

Experience

Required:
- Minimum of 4 years' experience in an IT support role.

Desired:
- Previous experience in an INGO or similar organization.

Technical Skills

Required:
- Proficiency in Microsoft Windows and Office Suite.
- Experience with network administration and troubleshooting.
- Knowledge of data backup and recovery processes.
- Familiarity with IT security best practices.
- Strong attention to detail for quality assurance of work performed (i.e. both documentation and field activities).
- Strong assessment, evaluation, analysis and strategic planning skills
- Ability to work under pressure to meet deadlines
- Interpersonal communication and proven report-writing and presentation skills
- Fluent in written and spoken English and Urdu

Desired:
- Excellent problem-solving and troubleshooting abilities.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Good organizational and time-management skills.

Competencies:
- Self-starter who takes initiative; Adaptability, Acting with Discretion and Maintaining Confidentiality, Excellent problem-solving skills; Team player, , Collaboration, Political acumen, Stress Tolerance, Strong commitment to Gender Equity and Diversity, Demonstrating Respect and Integrity in conduct; Strong commitment to Ipas' core values.

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