



**AFRICAN UNION INTERAFRICAN BUREAU FOR ANIMAL
RESOURCES**

TERMS OF REFERENCE

CONSULTANCY SERVICES: IT JUNIOR CONSULTANT

TERMS OF REFERENCE
IT JUNIOR CONSULTANT
INDIVIDUAL CONSULTANCY

1. Background

The African Union Inter-African Bureau for Animal Resources (AU-IBAR) is a specialized technical office of the Department of Agriculture, Rural Development, Blue Economy and Sustainable Environment (DARBE) of the African Union Commission (AUC). AU-IBAR's mandate is to support and coordinate the utilization of livestock, fisheries and wildlife as a resource for both human well-being and economic development in the African Union member states (AU-MS) and Regional Economic Communities (RECs).

This mandate is delivered in line with the AU-IBAR programme priorities through various projects. In the course of project implementation, AU-IBAR undertakes extensive procurements for services, goods, consultancies and works; engages extensively with partners on funding arrangements; and provides funding to implementing partners through grants and sub-delegation agreements.

2. Objective of the Consultancy:

The main objective of the consultancy is to provide responsive, effective, and quality IT services to internal staff and project partners, while achieving best value for money, ensuring a competitive, fair and transparent process, and to support the overall planning and execution capacity of AU-IBAR.

3. Tasks

Under the direct supervision of the systems administrator, the incumbent will undertake the following areas of work so as to achieve the objectives of AU-IBAR:

- Assist in the installation and the configuration of printers and UPSs: Set up new printers and UPSs and ensure the printers are properly connected to the network.
- Assist in the maintenance and the troubleshooting of printers and UPSs: Regularly check printer and UPS functionality, resolve issues, and perform necessary maintenance.
- Design training programs: Develop structured training sessions tailored to different skill levels and job roles.
- Prepare training materials: Create presentations, handouts, and other resources to support training sessions.
- Handle training workshops: Facilitate in-person or virtual training sessions for staff on various software applications. Keep detailed records of training sessions, attendance, and progress.
- Provide one-on-one training: Offer personalized training sessions for staff members who need additional support.
- Collect feedback from trainees: Gather feedback from staff after training sessions to identify areas for improvement. Adjust training programs and materials based on feedback to enhance effectiveness.
- Manage helpdesk tickets: Monitor and respond to helpdesk tickets related to IT issues, ensuring timely resolution.
- Provide technical support: Assist staff with troubleshooting and resolving technical issues related to hardware, software, and network connectivity.
- Assist with software installation and updates: Help to install and update software as needed.
- Monitor server room conditions: Regularly check the server room environment, including temperature.

- Maintain air conditioners: Ensure air conditioning units are functioning properly to maintain optimal server room conditions.
- Perform any other IT activities as may be requested by the AU-IBAR Director.

4. Duration of the Assignment

The estimated duration of the assignment is six (6) months renewable. The selected candidate should be available to undertake this assignment with minimum delay.

5. Duty Station

The consultant will be based in AU-IBAR offices in Nairobi, Kenya and will work within the stipulated working hours for the office with travel on specific assignments agreed with the AU-IBAR Management.

6. Fees

The remuneration for this Consultancy is set at **USD 900 monthly**. Expenses for missions will be covered separately in accordance with the applicable African Union Commission rules and regulations. Fees shall be payable upon submission and approval of monthly progress reports.

1. Supervision

The candidate will be under the direct supervision of the systems administrator and under the overall supervision of the Director of AU-IBAR.

2. Requirements

8.1 Educational Qualifications

The consultant should have a minimum Bachelor's degree in Computer Science, or a related field. Post graduate degree in the same fields will be an added advantage.

8.2 General professional experience

- A minimum of two (02) years of relevant work experience in general IT support is required;
- Experience in managing helpdesk tickets, ensuring timely and effective resolution of IT issues;
- Problem-solving skills to troubleshoot and resolve technical issues related to hardware, software, and network connectivity
- Experience with software installation and updates across various platforms.

8.3 Specific professional experience

- Experience in designing and developing training tailored to different skill levels and job roles.
- Experience in monitoring server room conditions, including temperature
- Strong communication skills to gather feedback from trainees and adjust training accordingly

8.4 Language requirement

Proficiency in at least one of the AU working languages (English, French, Arabic, and Portuguese) is a must (oral and written).

8.5 Evaluation and qualification Criteria:

The applications will be evaluated on the basis of the criteria set out above and marks awarded as follows:

Criteria	Scores (%)
Education and qualifications relevant to the assignment	25
General professional experience	40
Specific professional experience	30
Proficiency in at least one of the AU working languages (English, French, Arabic, and Portuguese)	5
Total	100

The minimum technical qualification is 70.

8.6 Gender Mainstreaming

The AU Commission is an equal opportunity employer and qualified women are strongly encouraged to apply.

9 Submission of Applications

The AU-IBAR now invites eligible **Individual Consultants** (“Consultants”) to submit the following documents in their application:

- Detailed curriculum vitae
- Signed declaration on exclusion criteria (format provided)
- Copies of academic qualifications
- Copy of identification documents (s) e.g. national passport biodata page. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The proposal and supporting documents should be submitted in English.

The deadline for submission of proposals is 17th December 2024.

Interested applicants are requested to submit their application via email to: procurement@au-ibar.org

Documents forming part of this application:

- Terms of reference
- Declaration on exclusion criteria
- Data protection and privacy statement