



Terms of Reference for IT Support in International Disability Alliance (IDA)

I. Introduction

The [International Disability Alliance](#) is an alliance of 14 global and regional organizations of persons with disabilities, which brings together over 1,100 organizations of persons with disabilities and their families from across eight global and six regional networks. Together, IDA promotes the rights of persons with disabilities across the United Nations' efforts to advance human rights and sustainable development and supports organizations of persons with disabilities to hold their governments to account and advocate for change locally, nationally, and internationally.

Purpose: This document establishes the terms of reference for an IT Support consultant engaged by the International Disability Alliance (IDA).

II. Objectives

To provide technical expertise and support in the maintenance, and enhancement of IDA's informatic systems. Main responsibilities will be following:

- Provide timely technical support and troubleshooting assistance to IDA staff for informatic issues and inquiries,
- Provide computer hardware repair,
- Provide computer set up new employees,
- Anti-virus license renewal and set up support,
- Set up of accessibility features and purchasing licenses for different programs (example: Dragon, Fusion),
- Providing technical assistance in purchasing and selecting IT equipment,
- Data backup,
- Data recovery,
- Remote support.

III. Deliverables

Technical Support Logs: Records of technical support requests, resolutions, and feedback to track and improve support services.

IV. Duration

The engagement of the Service Provider shall be for a period of 6 months, with the possibility of extension based on performance and mutual agreement. The Service provider will be working for approximately 10-15 hours per month. The expected start date is 01 April 2024.

V. Confidentiality and Compliance

The Service Provider shall adhere to strict confidentiality requirements regarding IDA's sensitive information and data.

The Service Provider shall comply with all relevant laws, regulations, and policies governing the provision of services to IDA, including data protection and privacy regulations.

VI. Amendments

Any proposed amendments to these terms of reference shall be subject to mutual agreement between IDA and the Service Provider.

VII. Skills and Qualifications

Requirements

- Strong understanding of computer systems, hardware, software, networks, and troubleshooting techniques. This includes knowledge of operating systems (such as Windows, macOS, Linux), common software applications, and hardware components,
- Ability to diagnose and resolve technical issues efficiently and effectively,
- Excellent written and/or oral communication skills in English,
- Ability to work collaboratively and to multi-task,
- Flexibility and availability for consultation at short notice,
- Ability to explain complex technical terms and concepts in plain language accessible for non-specialists, in both oral and written formats.

Desirable requirements

- Prior work with organizations of persons with disabilities.

Other considerations

- Daily access to high speed and stable internet and a personal computer,
- Based in Geneva, Switzerland.

VIII. Application Package

Please send the application package, which consists of CV, cover letter and financial proposal (hourly rate) to consultancy@ida-secretariat.org with the subject "*IT support*" no later than **12 March 2024**.