

UNAIDS Brazil

Terms of Reference

Agreement for Performance of Work: Local IT support for UNAIDS BRAZIL

Period of contract: 1 November 2018 – 31 Dec 2018

Background:

UNAIDS has its own office and cannot depend on the co-sponsors for required technical IT support for their day-to-day functioning.

The office is operating with core network devices (Juniper Firewall, Cisco switch, Polycom VC, Riverbed WAN Accelerator, and Cisco IP phones)

Objectives: The purpose of this TOR is specifically:

To recruit a company or an individual to provide essential day to day IT support for the UNAIDS Office in Brasilia, Brazil.

The required services will be performed at UNAIDS premises.

Emergency calls may be performed remotely at some occasions.

Description of tasks:

The local IT Support will interact directly with the users, providing practical operational support and IT services that facilitate the work of all staff. Specifically, the Local IT Support will perform the following tasks:

- ✓ Setup and configure new equipment using UNAIDS standard configuration image.
- ✓ Re-imaging computers with UNAIDS standard image when needed.
- ✓ Ensure that Local Network is properly maintained. Troubleshoot and repair LAN cabling issues and other LAN related issues.
- ✓ Ensure UNAIDS network equipment are accessible and securely stored.
- ✓ Provide support for UNAIDS meetings.
- ✓ Assist the office in liaising with local vendors regarding technical issues
- ✓ Assist UNAIDS operation team in sourcing quotation for IT procurement in line with UNAIDS Standards.

UNAIDS BRASIL
PROGRAMA
CONJUNTO DAS
NAÇÕES UNIDAS
SOBRE O
HIV/AIDS

ACNUR
UNICEF
PMA
PNUD
UNFPA
UNODC
ONU MULHERES
OIT
UNESCO
OMS
BANCO MUNDIAL

SEN Quadra 802
Conjunto C lote 17
Brasília - DF
Brasil

+55 61 3038 9217
brazil@unaids.org

unaids.org.br

- ✓ Escalate issues to GSD and to external vendors where applicable.
- ✓ Provide support to Global Service Desk Coordinator to identify areas which need coaching and training with the aim to reduce helpdesk calls and enhance user self-reliance.
- ✓ Contribute to a positive attitude among staff toward technology utilization.
- ✓ Perform other related duties or assignments as assigned by UNAIDS Country Director and Global Service Desk.
- ✓ Proactively ensure that all workstations and laptops are maintained and have the latest UNAIDS standard software installed.
- ✓ Carry out preventive maintenance on computers, printers, and laptops (i.e. cleaning the keyboard, cleaning the computers inside from dust, cleaning the printer, replacing printer toners, etc.).
- ✓ Provide support to the development and maintenance of UNAIDS Brazil portal and additional hotspots (i.e. www.unaids.org.br; www.protejaogol.org.br; www.zerodiscriminacao.org.br).
- ✓ Update country-level contact list as required. Large volumes of contact information are monitored at country-level and are not part of Global-level directories, with a high rotation from partners. These include: lists for Joint Team, Theme Group on HIV/AIDS, UNCT, journalists and media partners, civil society partners as well as private sector.
- ✓ Provide support and advice on telephone systems and the interaction with the main systems in UNDP.
- ✓ Provide emergency support in case of blackouts, system outages and problems related to extreme weather conditions (e.g. heavy rain).
- ✓ Ensure that all support tasks are logged in UNAIDS' global ticketing system based on guidelines provided by the Global Service Desk team.
- ✓ Contribute to a positive attitude among staff toward technology utilization.
- ✓ Perform other related duties or assignments as assigned by UNAIDS Country Director and Global Service Desk.

Activities will be accomplished in close collaboration with the with the Global Service Desk (gsd@unaid.org) and the Finance Assistant.

Timing:

Twenty hours per week of on-site IT service during working hours from 8am to 6pm.

Reporting:

The following are expected reports:

Updates in GSD ticketing system.

Monthly Technical Reports.

Final Report at the end of the contractual period.

Profile of the Company or individual required:

Extended knowledge of Microsoft Operating system and MSCE certified an asset.

Thorough practical knowledge in networking and good engineering skills.

Extended knowledge of Google Suite apps (Gmail, google Drive, hangouts, etc...) and office 365 Suite.

Demonstrated ability to work with user's community.

Knowledge of best practices and standards of UNAIDS IT requirements.

Selection Criteria:

Ability of company or individual involved to meet UNAIDS' requirements in terms of knowledge, experience and certifications.

Field technicians must be able to communicate in Portuguese.

Knowledge in English is an asset.

Response time and quality delivery in provided services.

Located in Distrito Federal.

Price.

Supervision:

The service provider will work in close collaboration with the UNAIDS Country Director in Brazil, Georgiana Braga Orillard.

Payment:

The payments will be processed monthly upon satisfactory completion of service, monthly reports and invoice presentation.