

TERMS OF REFERENCE

ICT & Clerical Consultancy

1. Background

Brazil The new Global AIDS Strategy (2021-2026) seeks to reduce the inequalities that drive the AIDS epidemic and put people at the center to get the HIV response on-track to end AIDS by 2030. The strategy call “unite countries, communities and partners across and beyond the HIV response to take prioritized actions to accelerate progress towards the vision of zero new HIV infections, zero discrimination and zero AIDS-related deaths”. UNAIDS believes in the importance of joint actions between different stakeholders being strategic, intelligent and focused on results so that the three strategic priorities are achieved.

In line with the new global strategy, UNAIDS Brazil develops several initiatives with multiple stakeholders at the national level, thus seeking to break down barriers, maximize equitable access, “fully resource and sustain efficient HIV responses and integrate them into systems for health, social protection, humanitarian settings and pandemic responses”.

Additionally, the advancement of technology in the contemporary world has transformed personal and work relationships, facilitating access to information, and accelerating the planning and implementation of human rights initiatives nationwide. In recognizing the benefits that ethical use of technology resources can bring to the work environment, UNAIDS Brazil acknowledges the importance of incorporating relevant hardware and software systems to ensure a speedy, resourceful, and effective achievement of its mandate.

Considering that, securing on call Information and Communication Technology (ICT) support, as well as timely cross-cutting clerical aid under non-core projects and activities, becomes vital to keep UCO/BRA operating with optimal performance in the HIV response and fully achieve the goals of the new Global AIDS Strategy (2021–2026) within the country.

Therefore, this Terms of Reference aims to hire an **ICT & Clerical Consultant** to support UCO/BRA's day-to-day ICT demands that cannot be solved remotely by the GSD. They will also aid in cross-cutting clerical tasks under the scope of extrabudgetary-funded projects and activities as required. The expected contract duration for this vacancy spans **from 01 January 2025 to 30 June 2025**.

2. Deliverables

In active collaboration with UCO/BRA's staff members, the **ICT & Clerical Consultant** will perform the following activities:

- Ensure all computers, printers, and laptops are maintained and equipped with the latest UNAIDS standard software.

- Ensure proper maintenance of the local network, troubleshooting and repairing LAN cabling and other LAN-related issues.
- Ensure accessibility and secure storage of UNAIDS network equipment.
- Provide local proximity ICT and clerical support for UNAIDS meetings and events.
- Support supplier tendering, registration, and payment, under non-core activities and projects.
- Escalate issues to GSD and external vendors when applicable.
- Support the Global Service Office Coordinator in identifying areas requiring training and coaching to reduce helpdesk calls and enhance user self-sufficiency.
- Serve as the focal point for IT inventory, maintaining an inventory list of all office IT equipment.
- Record all support tasks in the UNAIDS global ticketing system as per guidelines from the Global Service Desk team.

3. Qualifications, experience, skills and languages

Required Education, Knowledge, and Experience:

- First university degree (bachelor's or equivalent) in Information and Communication Technology (ICT), administration, social sciences, or other related fields.
- Minimum of 2 years of substantial professional experience in an ICT and clerical support position.
- Fluency in both spoken and written Portuguese.
- Working knowledge of English.
- Excellent organizational and interpersonal communication skills.
- Initiative, strong conceptual abilities, and sound judgment.

Desirable Skills & Characteristics:

- Fluency in both spoken and written English.
- Knowledge of best practices and standards of UNAIDS IT requirements.
- Experience with the UNAIDS procurement processes.
- Work experience in the United Nations System.
- Experience in public health organizations.
- Experience in HIV/AIDS organizations.

4. Technical Supervision

UCO/BRA Team

5. Location

Brasilia, DF, Brazil

6. Travel

N/A.

7. Remuneration and budget (travel costs excluded)

Currency:

BRL

Expected start and end date of contract (Duration):

From 01 January 2025 to 30 June 2025

Expected Value of the Consultancy:

Below USD 25,000.00

8. Payment Methods

Monthly payments will be processed upon the delivery of a technical report on the progress of activities, and a final technical report at the end of the contract.

9. Applications

Interested candidates must send applications until **13 December 2024 at 23:59 Brasilia Time (UTC-3)** to **brazil@unaids.org** with the **subject line “ICT & Clerical Consultancy”**. The following documents must be attached for the application to be considered in the selection process:

- Technical component (CV);
- Financial component (expected remuneration **per month** in BRL).

10. Disclaimers & Final Remarks

UNAIDS reserves the right not to furnish equipment, internet connection, or other tools for teleworking. All candidates wishing to apply for the position shall kindly note that the provision of such resources is under their responsibility.

UNAIDS actively supports and encourages applications from women, black people, indigenous people, people living with HIV and AIDS, LBGTI people and people with disabilities.