ECOPEACE
MIDDLE EAST

Post Title: IT Consultant / Yearly contract
Reports to: Operational & Financial Manager
Location: Ramallah – Al-Bireh – Louise Building

IT consultant

Period of Performance: Immediate – Jan 2022 with possibility for extension. The overall objective of the IT Consultant is to maintain the information systems and networks of EcoPalestine and to give support to all staff at the office.

- ### Background and Objectives of the consultancy

EcoPalestine is the Palestinian affiliate of EcoPeace Middle East, a unique organization that brings together Jordanian, Palestinian, and Israeli environmentalists. Our primary objective is the promotion of cooperative efforts to protect our shared environmental heritage. In so doing, we seek to advance both sustainable regional development and the creation of necessary conditions for lasting peace in our region.

In order to achieve its objectives, EcoPalestine office will engage the services of an Information Technology consultant to support the EcoPalestine office in day-to-day office IT support and troubleshoot connectivity issues as needed.

- ### Duties and responsibilities

The consultant will be responsible for setting up office computers and other IT equipment as necessary. In addition, the consultant will assess the IT Needs of the office space, advise the operation team as to any IT Equipment needs, and lead on boarding of any IT equipment and being part of the evaluation procurement committee. The consultant will also responsible for the regular connectivity of the office.

- ### Detailed list of tasks:

Servers, PCs and Laptops, Telephones and Video Conference This will include performing maintenance for the servers, PCs and Laptops. This will include checking all the devices and fixing any problems found, updating all the definitions of the anti-viruses and installing the latest updates Microsoft office and patches. In addition to maintaining the EcoPalestine's telephone system.

Deploying, administering, and troubleshooting and installing the server and configure everything needed as the active directory, users, groups, permissions, Internet information server (IIS), Exchange, Lotus Notes, file server.

- ### Network and Wireless

This will include all the maintenance required for the network and the wireless access-points. This will include major networking and network security services, including the all-new Network Access Protection (NAP), authentication infrastructure, IPv4 and IPv6, remote access, virtual private networks, IP security, quality of service, scalable networking, wireless infrastructure and security, DNS,

DHCP, configuring these services to comply with Windows® operating systems, plus troubleshooting any problem.

- **ADSL Router, leased lines, VPN and Firewall**

This will include troubleshooting for the internet access, VPN and firewall plus following up with the internet service provider to make sure that the internet is connected all the time without any problem. The maintenance will include the configuration problems also.

- **Backup and Recovery**

This will include doing backup for all the data on the server plus the server operating system and active directory and computers, plus doing disaster recovery for the server and computers in case of failure. The maintenance will include any software or hardware problems.

- **Printers and Scanners**

This will include doing maintenance for all the printers and scanners connected to computers at your side. The maintenance will include any software or hardware problems, plus giving support for the printer's hardware. (# Of Printers 4 including one rented printer).

1. **Deliverables and Reports:**

The consultant needs to submit EcoPalestine Consultant Activity Report with each Month Invoice/ Payment Request stating the description of all activities (Work) Accomplished to be verified by the Finance Operation Manager.

2. **Location:**

The consultancy will be based in EcoPalestine office in Al-Bireh, Louise Building, Ras Al Tahouneh Street.

3. **NOTES**

   1. EcoPalestine is looking for an IT Consultant to provide IT Services to EcoPalestine as mentioned above.
   2. The period of performance for this service contract shall be one year (Renewable) starting from January 2022 and shall remain in effect until December 31,2022 unless terminated prior to the set terminated date. Possibility of extension for one more year with approval from both sides.
   3. The Monthly Maintenance support shall include a Minimum of 10 hours per month including but not limited to (4 hours /visit if needed) & Two hours plus for any urgent calls or visits.
   4. The price should include all costs (Taxes, Transportation...or any other related cost)
   5. The Number of employees is from 10 – 14 Employee.
   6. All EcoPalestine equipment is new one from 2018, 2019, and 2020.

4. Consultant Qualifications:

The assignment will require a consultant with demonstrable competencies and experiences in: Office IT assessment and start-up, systems support, and demands of regular office IT support.

The individual consultant being fielded to support the undertaking of the assignment will have the following sets of qualifications:

- Bachelor degree in Information Technology, Computer Science, or related field. (Or diploma with 8 years of experience.)
- 5 years of experience in related function.
- Excellent knowledge of technical management, databases and network administration.
- Excellent command of English and Arabic languages.