



Scope of Work for EpiC Haiti's IT Consultant

RFQ: FHI360-07162025-1

Project Description:

Meeting Targets and Maintaining Epidemic Control (EpiC), a global project funded by the U.S. President's Emergency Plan for AIDS Relief (PEPFAR) and the U.S. Agency for International Development (USAID), that provides strategic technical assistance and direct service delivery to achieve HIV epidemic control among all at-risk populations; strengthen global health security (GHS), including outbreak response; expand tuberculosis detection and treatment (TB), improve maternal and child health (MCH), address malaria; and promote health systems strengthening (HSS) including supply chain management.

In Haiti, EpiC will work to restart and deliver critical lifesaving activities to contain the spread of new HIV infections and sustain lifesaving support to PLHIV, including prevention services/PrEP for pregnant and breastfeeding women, the prevention of mother to child transmission of HIV, HIV case identification, HIV care and treatment, TB/HIV, the management of advanced HIV disease, and health information management. All activities will be closely coordinated with the National AIDS Control Program (PNLS), the National Public Health Laboratory (LNSP) and the department level health directorates.

Scope of work:

To support project implementation, the IT Consultant will provide technical assistance to the organization's users. They will respond to incidents, install and configure equipment, and ensure the proper functioning of IT tools to guarantee continuity of activities. They will act as a liaison between the IS department and the end user on matters related to desktops, laptops, printers, network connectivity, and remote access.

The IT Consultant will interact with network services, software systems engineering, and/or identify and resolve basic issues. They will prepare PCs for deployment and ensure end-user education and/or training. The consultant will provide basic support for hardware, applications, and operating systems, as well as technical consulting and networking.

- Receive and handle user support requests (by phone, email, or ticketing system).
- Diagnose and resolve first-level hardware, software, and network issues.
- Install and configure computers, printers, software, and other peripherals according to the organization's standards.
- Provide support in acquiring office IT equipment (printers, computers, etc.).
- Ensure the Sentinel One antivirus is updated on servers and clients.
- Perform regular backups of servers, user files, and shared network files.



Maintain the office IT system and carry out updates as needed or as instructed by HQ.

- Support the organization during internal events (hybrid meetings, videoconferences, screenings).
- Manage local backups (check automatic backups, restore files upon request).
- Follow FHI-specific standards and procedures related to the position to resolve issues.
- Work independently and complete tasks with minimal supervision.
- Perform other IT support tasks as assigned.

Location of Work

Port-au-Prince, Haiti with ability to work during office hours

Travel

Domestic travel TBD

Qualifications

- **Years of experience:** 3-5 years of experience providing support for current PC desktop and application software OR installing, upgrading, troubleshooting and repairing personal computers in a network environment.
- **Degree:** Bachelor's degree or its international equivalent in computer engineering, computer science, information technology, or a related field. Preferred: IT certification.
- **Language:** English (required), French (required), Haitian Creole (added advantage)
- Demonstrated expertise in configuring, installing and troubleshooting PC systems, Microsoft XP and Vista, MS office applications, network configuration, and memory management.
- **Working knowledge of remote access:** Remote Desktop and Virtual Private Network
- Must be customer focused and have effective productivity/work output.
- Must be a team player and able to work with minimal supervision.
- Experience using administrative tools and working knowledge of MS Active Directory, Exchange 2003, DNS, DHCP, TCP/IP.
- Experience working in a wireless network environment.
- Working knowledge of troubleshooting ticketing systems such as Remedy.
- Vocational or specialized training.
- Prior work experience in a non-governmental organization (NGO)

The application must include: CV and cover letter.

Send to: sleroy@fhi360.org ; mcheron@fhi360.org

Other conditions:

Preference will be given to applicants of Haitian nationality.



FHI 360 Disclaimers

- FHI 360 may perform a background check on any selected Consultant candidates.
- FHI 360 may cancel the solicitation and not award
- FHI 360 may reject any or all responses received
- Issuance of the solicitation does not constitute an award commitment by FHI 360
- FHI 360 reserves the right to disqualify any offer based on failure of the offeror to follow solicitation instructions
- FHI 360 will not compensate any offeror for responding to solicitation
- FHI 360 reserves the right to issue an award based on an initial evaluation of offers without further discussion
- FHI 360 may choose to award only part of the activities in the solicitation, or issue multiple awards based on the solicitation activities
- FHI 360 reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition
- FHI 360's consultant terms and conditions can be found [here](#)