TERMS OF REFERENCE
INFORMATION COMMUNICATION AND TECHNOLOGY(ICT) SUPPORT SERVICE FOR PURPOSEFUL SIERRA LEONE.

Introduction

Purposeful is an Africa-rooted global hub for girls' activism. For millennia, girls have played a critical role in struggles for freedom and liberation. From Africa's anti-colonial movements to the Arab spring to climate justice organising and everything in between, their resistance has always sparked and sustained transformational change. And yet, too often girls are separated and side-lined from resources and shut out from decision-making spaces, their power deliberately obscured and hidden from view.

Cantering the political power of young feminists across the world, we work so that girls and their allies have access to the resources, networks and platforms they need to power their activism and remake the world.

Our Ways of Being in the World - We believe that another world is not only possible, it is already being built right here and now, in the ways that girls are organising with each other, imagining with each other and pushing us all a little further towards liberation. To build the world that we imagine, a core set of values guide all that we do at Purposeful: **Taking bold action; Many ways of knowing; Centering lived expertise; Deep embodiment; Cultivating radical imagination; Joy as resistance; Power in diversity; Rooted in sisterhood.**

Our Power-Building Strategies - Our holistic, movement-centred approach works to support girls to live into, amplify and compound their political power. It understands girls' power-building as holistic and political and in centering the political power of girl activists, we enter all of our work through a power-building lens: **Redistributing power assets; Building collective power; Organising power holders; Transforming power structures.**

Our vision - Girls are living in safety, dignity and freedom, and the world is transformed.

Our Mission - Girl activists and their allies have access to the resources, networks and platforms they need to power their activism and remake the world for themselves

The Purpose and Scope of the Service

The Consulting firm will provide engineer-level ICT Staff support to staff at the Purposeful office. The staff should consist of ICT engineers with good communication and technical skills, coupled with industry certification and substantive experiences in providing first line support in installation, configuration, troubleshooting, and repairing PC, Mac book(apple laptop) chrome books, android phones and tablets. The firm will work closely with existing Purposeful Global IT support consultant in addressing or working on issues relating to staff MacBooks and mentors' Android phones and tablets. The Consulting firm will also advise on the effectiveness of internet services or help to address internet issues at Purposeful office.

Deliverables and Timeline

The ICT consulting firm should undertake the following:
1. work with the Purposeful Global IT support consultant to
- set up new starters on G-Suite cloud
- set up laptops (including MacBooks) for new starters with G-Suite access and applicable software requirements
2. troubleshooting of laptop issues, and advice on whether they require manufacture return (if under warranty) or repair. This should be communicated to and coordinated with the Global IT consultant.
3. maintenance and repair of hardware in the office, no longer under warranty (e.g. printers, laptops, photocopiers)
4. ad hoc service desk IT queries as they occur
5. maintenance of Android phones and tablets.
6. maintaining updates of online software and data protection as relevant
7. administer network and data security, including directory, group policy, firewalls, virus protection, and email security
8. install and update network system improvements
9. install and configure wireless networking equipment
10. monitor servers, LAN/WAN, and Wi-Fi to ensure full coverage
11. evaluate connectivity issues, equipment, and software and hardware

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Requirements for the firm

- Legally registered firm with requisite professional experience and knowledge of Network technologies including Microsoft Windows, corporate ICT security and viral protection systems, ERP, PC/LAN operating systems.
- A firm that consist of ICT engineers with good communication and technical skills, coupled with industry certification and substantive experiences in installation, configuration, troubleshooting, and repairing PC, Mac book(apple laptop) chrome books and android phones and tablets.
- At least 5 years' experience in troubleshooting, networking, hardware and software maintenance.

- The firm should be based in Sierra Leone

Time frame

- The services provided by the firm shall be on-call basis, 24/7.
- The firm will also conduct monthly check ups of laptops and other electronic machines in the office.

Application Process

Please send in your proposal to hawa@wearepurposeful.org by 2 pm on 15th October, 2021.

If you need further clarification or have questions contact Hawa Olive Brima (+23276683574)
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