

**COMISSÃO DA CEDEAO**

**COMMISSION DE LA CEDEAO**

Agence Régionale pour l'Agriculture et l'Alimentation

ARAA



**ECOWAS COMMISSION**

Regional Agency for Agriculture and Food

RAAF

## **Terms of reference**

### **Selection of a service provider Junior IT Helpdesk technician**

**Reference :** ARAA/BUDGET/2024/SCI/08

**Publication date** 08 April 2024

**Deadline for responses** 29 April 2024 at 17:00 GMT

**April 2024**

## 1- Background

The Economic Community of West African States (ECOWAS), one of the regional economic communities of the African Union, was created on 28 May 1975. It comprises the following fifteen (15) Member States: Benin, Burkina Faso, Cabo Verde, Côte d'Ivoire, Gambia, Ghana, Guinea, Guinea Bissau, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone and Togo.

Within the framework of the implementation of projects and programmes contributing both to the operationalisation of the ECOWAS Agricultural Policy and to the Development of regional infrastructure projects, ECOWAS, through its Executing Agencies based in Lomé, in particular the Regional Agency for Agriculture and Food (RAAA), the Project Preparation and Development Unit (PPDU), the RAAA hereby invites applications from IT service providers to support the Agency's IT department.

## 2- Description of the mission

### 2.1 Purpose of the assignment

The main tasks of the junior help desk IT Service provider will be to :

- Provide basic technical support to Agency users;
- Solve common computer problems;
- Assisting users in the use of software and hardware;
- And support the smooth running of the IT network.

### 2.2. Description of tasks

The service provider will carry out the following tasks:

- Responding to requests for technical assistance:
  - Receive and log support requests from users by telephone, e-mail or in person;
  - Diagnose and resolve common technical problems, such as Internet connection problems, software errors, printing problems, etc.
  - Identify and pass on more complex problems to the IT Manager, if necessary.
- User support :
  - Providing basic technical support to users, guiding them in the use of software, applications and hardware;
  - Install, configure and update software and drivers on user workstations;
  - Providing support for training users in the use of the Agency's IT tools and standard software.
- Maintenance and monitoring :
  - Carry out preventive maintenance on IT equipment such as computers, printers, scanners, videoconferencing equipment, etc.
  - Monitor major maintenance operations carried out by external service providers;
  - Participating in the documentation of procedures and problem resolutions for the internal knowledge base.

### **3. Profile and experience**

The candidate must meet the following criteria:

#### **3.1 General qualifications**

- Have at least a Higher Technician Certificate (BTS) in IT, IT maintenance or any other diploma in related fields;
- Additional training in technical support would be an asset.

#### **3.2 Experience**

- Previous experience of two (02) years in a technical support or helpdesk role. Relevant work placements will be taken into account in the assessment of the contractor's experience;
- Be a technician at the end of their training or at the start of their professional career;
- Good knowledge of the working environment of ECOWAS institutions and agencies would be an asset.

#### **3.2 Skills**

- Basic knowledge of computer networks, operating systems (Windows, MacOS) and common software (Office Suite, web browsers, etc.);
- Ability to diagnose and solve common technical problems ;
- Good communication skills to explain technical problems in a clear and understandable way;
- Ability to work independently and manage priorities in a constantly changing environment;
- Positive attitude and good customer service skills;

#### **3.3. Skills and qualities**

- Ability to work under pressure and good team spirit;
- Ability to monitor and manage concurrent activities for various internal clients;
- Maintaining good inter-professional relations;
- Have good professional and moral integrity;
- Ability to work in a multicultural environment such as that of ECOWAS.

### **4- Location and duration of the assignment :**

- The service provider will be based in Lomé, Togo, at the headquarters of the Regional Agency for Agriculture and Food;
- The duration of the contract is one year, with the possibility of renewal depending on the consultant's performance, the availability of resources and the needs of the position;
- The mission is full-time and excludes de facto any other commitment incompatible with this condition;
- The service provider is asked to refrain from any situation that could put him/her in conflict.
- The assignment will begin no later than two weeks after the signing of the contract for the provision of intellectual services.

### **5. Selection procedures**

### **5.1 Eligibility and qualifications**

The ECOWAS Commission, through the Regional Agriculture and Food Agency (RAAA), hereby invites individuals to express their interest in providing the required services by providing information demonstrating that they possess the necessary qualifications and relevant experience to carry out the assignment.

The attention of interested individual consultants is particularly drawn to Article 117 of the revised ECOWAS Public Procurement Code ("Offences committed by candidates, tenderers and successful tenderers"), which provides information on corrupt or fraudulent practices in the competition or execution of a contract. In addition, please refer to the following specific information on conflicts of interest related to this assignment in accordance with Article 118 of the revised ECOWAS Public Procurement Code.

### **5.2 Expression of interest file**

The expression of interest file consists of :

- A letter of expression of interest addressed to the Executive Director of the RAAA, including the deadline for availability ;
- A recent curriculum vitae detailing professional experience and similar assignments;
- Three professional references (Full names, current positions, positions at the time of collaboration with the provider), e-mail and telephone contacts);
- Certified copy of diploma(s) ;
- Copies of certificates of work or service rendered, listed in the curriculum vitae.

### **5.3 Submission of dossiers**

- Deadline for receipt of applications: **29 April 2024 at 17:00 GMT.**
- Submission links: applications will be submitted by upload to Dropbox <https://www.dropbox.com/request/WdutP98ciMWU4frj7F6v>
- **Application format: the application must be in the form of a single PDF file.**
- **The ARAA reserves the right not to consider applications that do not comply with the above submission requirements.**

### **5.4 Selection method**

The selection method is "selection based on the consultant's qualifications" as described in the ECOWAS Procurement Code.

### **5.5 Request for additional information**

Interested consultants can obtain further information by writing to the following e-mail addresses: [procurement@araa.org](mailto:procurement@araa.org) cc: [ctienon@araa.org](mailto:ctienon@araa.org), [mnakorba@araa.org](mailto:mnakorba@araa.org) and [bkpessiglo@araa.org](mailto:bkpessiglo@araa.org) with "**SCI08-ARAA- Informaticien Junior Helpdesk** " in the subject line.