



International Gorilla Conservation Programme (IGCP)
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TERMS OF REFERENCE AND CALL FOR APPLICATION

IT Support

The International Gorilla Conservation Programme (IGCP) is a coalition of Fauna & Flora International and WWF. IGCP operates in Uganda, Rwanda, and the Democratic Republic of Congo on the conservation of the critically endangered mountain gorilla. More about IGCP online at www.igcp.org.

All IGCP offices – Kigali and Musanze, Rwanda; Kabale, Uganda; Goma, DRC – would need to be serviced in equal measure. Currently, IGCP has a central server located in Kigali, Rwanda. Other offices have basic equipment including desktop and laptop computers, printers, scanners, and copiers.

English and French language capacity preferred. Individual or firm with experience in building capacity of staff in basic IT tasks preferred.

Individual or firm would be required to keep and provide in a timely fashion to IGCP detailed service records for all routine and on-call support.

Initial Support and Capacity Building (new system):

- Advise IGCP in adoption of secure file storage and sharing, utilizing secure but open source platforms such as Google Drive or Dropbox
- Providing hands-on training to IGCP staff based on approved system, ensuring automatic updating to the approved system

Routine Support (expected on quarterly basis):

- Hardware procurement, setup, updating, maintenance and cleaning - including computers, server equipment, network equipment, photocopiers and printers, etc.
- Software procurement, installation and updating - including applications and virus protection
- Ensure automatic updating to secure file storage and sharing system
- Maintenance (including cleaning) of general office equipment, and networked and un-networked printers/scanners/copiers

On-Call Support:

— A coalition of —



