



POSITION: INFORMATION TECHNOLOGY CONSULTANT

REPORTS TO: EXECUTIVE DIRECTOR

LOCATION: NATIONAL SECRETARIAT OFFICE, KABULONGA, LUSAKA

DURATION: 12 MONTHS

ORGANIZATIONAL BACKGROUND:

The Civil Society for Poverty Reduction is Zambia's largest anti-poverty network, established in 2000 to primarily to enhance the participation of local citizens in the development of the poverty reduction strategy papers (PRSPs). Over the years, the network has expanded its scope and continues to build the voices of the poor in the fight against poverty. Its objective is to ensure that it effectively and meaningfully participates in the design, formulation, and implementation and monitoring of Zambia's national development plans (NDPs). CSPR envisions a Zambia where its entire people enjoy all basic needs. The organization's mission is to actively contribute to poverty reduction and pro-poor development in Zambia. The organization embraces values of integrity, mutual respect, reliability, respect for human rights and is non-partisan.

These Terms of Reference (ToRs) outline the scope, deliverables, and responsibilities for an IT Consultant engaged by Civil Society for Poverty Reduction (CSPR). The Consultant will support the organization in maintaining and enhancing its information technology systems, ensuring secure, efficient, and compliant operations aligned with organizational and donor requirements.

1. Scope of Work

The IT Consultant will be responsible for providing strategic and technical IT support to CSPR. This includes but is not limited to:

- Network infrastructure assessment and optimization
- Support for email systems, cloud storage (e.g., Microsoft 365), and backups
- IT policy and governance guidance
- Security management (antivirus, firewall, user access control)
- Ad-hoc user support and training
- Systems documentation and improvement recommendations

2. Consultant Responsibilities:

The Consultant will:

- Serve as the primary technical advisor for IT operations
- Provide monthly remote support and at least one on-site support visit
- Respond to IT incidents within agreed SLAs (e.g., 30 minutes remote response, 2-hour on-site emergency)
- Recommend and help implement IT improvements
- Ensure data security, integrity, and confidentiality
- Submit monthly progress reports

3. Deliverables

The following will be submitted by the Consultant:

- Monthly IT support report
- Updated IT asset register
- Recommendations report on Data security and systems improvements submitted quarterly to senior management
- Updated IT documentation and backup procedures

4. Duration of Assignment

The consultancy is expected to run for an initial period of twelve (12) months with the possibility of extension based on performance and organizational needs.

5. Reporting and Oversight

The Consultant will report to the Executive Director or delegated staff and work closely with the Finance and Administration team.

6. Confidentiality

All information accessed or generated during this consultancy remains the property of CSPR. The Consultant is expected to maintain strict confidentiality and return all organizational information upon completion of the contract.

7. Intellectual Property Rights

All systems, documents, and tools developed under this assignment remain the sole property of CSPR.

REQUIRED SKILLS AND EXPERIENCE

- Bachelor's degree in information technology, Computer Science, or a related field.

- A minimum of **3–5 years of proven experience** in ICT support, systems administration, or IT consultancy
- **Network Administration:** Proven experience in setting up, configuring, and maintaining Local Area Networks (LAN), Wide Area Networks (WAN), and wireless networks.
- Professional certifications such as **CompTIA A+, Network+, Microsoft Certified IT Professional (MCITP), Cisco CCNA**, or equivalent are highly desirable.
- **Hardware Support:** Ability to diagnose and repair computer hardware, printers, and related IT equipment; experience with routine maintenance and hardware upgrades.
- **Software Installation & Configuration:** Proficient in installing, configuring, and troubleshooting operating systems (Windows/Linux) and common business applications.
- **IT Security:** Solid knowledge of cybersecurity principles, antivirus software, firewalls, and data protection measures.
- **Email & Communication Systems:** Experience in managing and supporting email systems such as Microsoft Exchange, Outlook, or cloud-based solutions (e.g., Gmail for Business).
- **Remote Support:** Experience with tools such as Remote Desktop, TeamViewer, or VPN for off-site troubleshooting and support.

Our motivation for you:

- An opportunity to work with one of Zambia's largest CSO network on poverty in Zambia
- Competitive remuneration
- A professional work environment with opportunities for growth

CSPR is an equal opportunity employer and greatly encourages all those that meet the criteria to apply

How to apply

If you have what it takes to fill this Consultancy role in a highly professional environment with CSPR, send your Technical and Financial Proposals addressed to the Executive Director with an updated CV to cspr@csprzambia.org.zm . All applicants are requested to clearly indicate in the subject matter: "Application for IT Consultancy Services- CSPR "

Application Deadline: CSPR will receive applications for this role up to 30th May, 2025, 17:00hrs CAT. All applicants submitted other than through the official CSPR email will not be considered, No hard copy applications will be accepted.

You can access more information about us through our website www.csprzambia.org