

THE  
CARTER CENTER



**TUNISIA: ICT Officer  
Terms of Reference**

**Location:** Tunis, Tunisia

**Anticipated Duration:** 21 November 2022 – 24 February 2023 (with possible extension)

The Carter Center has recently established an election observation mission to observe legislative elections scheduled for December 2022 in Tunisia. The mission is currently recruiting an ICT Officer. **This position is open to Tunisian nationals only.**

Qualified candidates must have English and Arabic professional language capacity. In addition, the successful candidate should have:

- Completed secondary education. Degree in information technology and communication, computer sciences or related field is an asset;
- Three years of relevant IT & Communication experience at the national or international level. Experience with international organizations is an asset;
- Excellent computer hardware and software skills and knowledge of local ICT service providers market;
- Knowledge of modern ICT equipment (including computers, printers, networks, mobile and satellite phones) and software;
- Flexibility and problem solving client-oriented attitude;
- Ability to work long or irregular hours and under pressure; and
- Demonstrated ability to work with people of different cultural and religious backgrounds

The ICT Officer will be primarily responsible for supporting the Carter Center (TCC) Field Office and the election observation mission including long-term observers in all IT and communication technology issues.

Main Tasks and Responsibilities:

- Assists the Operations Manager in performing his/her ICT responsibilities;
- Installs and maintains local area network(s) for the main office and any additional temporary established TCC offices in Tunisia;
- Installs and maintains network printers, copy machines, scanners and any other IT and communication devices used or procured by TCC in Tunisia;
- Installs equipment for the social media monitoring unit of the mission;

- Installs GSM SIM cards in the mobile telephones to be used by the mission personnel;
- Following guidelines of IT in Atlanta prepares IT and communication mission equipment for all mission members;
- Maintains regular contact with ICT office in Atlanta;
- Installs, updates and maintains all the security software on the mission network, including firewalls, antivirus, anti-spam, anti-spyware, etc.;
- Installs and maintains all the necessary legally licensed software and all the necessary hardware on the mission computers under supervision of the Operations Manager and IT department in Atlanta;
- Informs the Operations Manager on local conditions regarding telephone land lines, internet connection possibilities (DSL, Wireless, Cable, Broadband, Satellite connections) and local GSM systems;
- Provides training to all new mission members on use of IT and communication devices (email, SharePoint) provided by the mission as per protocol established by HQ in Atlanta;
- Assists all mission members, also remotely as help-desk for the hardware, operating system and various software usage;
- Prepares all equipment to be used for presentations to be done by the mission personnel during the mission meetings/briefings/trainings;
- Assists in the handover of all TCC IT equipment to the core staff members, long and short-term observers, and all other persons/delegations/organizations for which the mission provides support. This might include: laptop computers, printers, scanners, mobile phones, satellite phones, etc;
- Identifies possible ICT equipment providers in the country and provide all the useful information on market analysis and local conditions;
- Maintains contact with internet, mobile and other ICT providers for the mission;
- At the end of the mission, provides all contacts gathered during the mission;
- At the closing of the mission, supports Operations Manager in packing the mission ICT equipment.

Please email cover letter, CV and list of references (with contact information) to: [TCC.Tunisia@gmail.com](mailto:TCC.Tunisia@gmail.com) and indicate "ICT Officer" in the subject line.

Deadline for submissions: 17 November 2022

Salary is commensurate with experience.

Incomplete applications will not be considered.

**Note: This position is open for application to Tunisian nationals only. Only those candidates selected for an interview or additional consideration will be notified by the Center.**