

Terms of Reference (ToR)

Recruitment of Part-Time IT Consultant – IMPACT Uganda Office

1. Overview

IMPACT’s Uganda office manages a variety of IT equipment including computers, tablets, printers, scanners and projectors. To ensure efficient operations and optimal equipment usage, IMPACT seeks to recruit a qualified part-time IT Consultant to provide hands-on technical support, maintenance services, and inventory updates on a call-in basis.

2. Organizational Context

IMPACT transforms how natural resources are managed in areas where security and human rights are at risk. We investigate and develop approaches for natural resources management to improve security, development, and equality.

IMPACT is an independent non-profit organization headquartered in Ottawa, Canada, with offices in the Democratic Republic of Congo, Uganda, Burundi, Zimbabwe and Côte d’Ivoire. Learn more at: www.impacttransform.org

3. Objectives and Scope of Work

The main objectives of this consultancy are to:

- Conduct a routine check of all IT equipment at the Uganda office (e.g., laptops, desktops, printers, scanners, routers, access points).
- Perform preventive and corrective maintenance on functional equipment.
- Diagnose unused or outdated equipment and recommend whether to retain, repurpose, or recycle.
- Offer on-site troubleshooting support for hardware and software issues when needed.
- Collaborate with the Security and IT Focal point for the Uganda office to report findings, validate recommendations, and implement required follow-ups.
- Configure, manage, and maintain network connections for computers and printers.
- Assist the Security and IT focal point in coordinating with the Internet Service Provider to resolve internet-related issues and maintain uninterrupted connectivity.
- Organize and secure all network and power cables to reduce clutter and avoid accidents.
- Be available to perform any other IT-related tasks assigned within the consultant’s field of expertise.

4. Expected Deliverables

The consultant shall provide the following deliverables:

- Perform complete data backups when required (e.g., in cases of hard drive failure or prior to a fresh Windows installation), ensuring that no data is lost.
- Carry out secure resets for laptops and tablets identified during troubleshooting.
- Prepare a technical assessment report on all IT equipment, including clear recommendations on whether to retain, repair, or decommission each item.
- Update the IT inventory list with the functional status of all equipment, in collaboration with IMPACT's Security & IT focal point.
- Produce a final summary report detailing actions taken, problems identified, and proposed solutions.
- Document all maintenance and support interventions carried out during the assignment.
- Provide support with additional IT tasks assigned by the local office or IMPACT's global IT team.

5. Duration and Location

The consultant will work on-site at IMPACT's Uganda office, based in Kampala, and must be available during office hours when required. The consultant will work closely with the Security and IT focal point and report directly to the on-site supervisor, namely the Program Lead. Coordination will also be done remotely with the IT team at IMPACT headquarters.

6. Required Profile and Qualifications

The following are the qualifications and profile:

- Proven experience in maintenance and troubleshooting of IT equipment, including printers, scanners, access points, routers, and workstations.
- Strong skills in data backup, secure device wiping, and system resets.
- Ability to produce clear, detailed technical reports and inventory documentation.
- Familiarity with inventory management and IT asset tracking.
- Strong problem-solving skills and ability to work independently under minimal supervision.
- Excellent communication and interpersonal skills for coordination with both local and remote teams.
- Ability to manage urgent support requests and prioritize tasks.
- Experience working with non-profit organizations or international NGOs is an asset.

7. Application Process

Interested applicants are invited to submit the following:

- An updated CV highlighting relevant experience.
- A brief cover letter expressing interest and availability.
- A technical proposal outlining your approach to the assignment.
- A financial proposal including daily rates and any applicable costs.
- At least two recent professional references.

Applications must be submitted via email to jobs@impacttransform.org with the subject line:

Application: Part-time IT Consultant – Uganda

8. Selection Criteria

Applications will be evaluated based on the following:

- Technical expertise and relevant experience.
- Quality and clarity of the proposed approach.
- Financial competitiveness.
- Professional references and past performance.

Only shortlisted candidates will be contacted. Please do not make phone calls, send WhatsApp messages, or visit the office in person regarding this recruitment.

IMPACT applies a zero-tolerance policy on sexual exploitation, abuse, and harassment.

Application Deadline: November 10th 2025