

### **TORs for IT Assistant**

The candidate's major responsibility will be in the development and maintenance of a WWF Zambia Country Office website, maintaining an online presence extending to; a lively and more participatory social media input and exchange activities.

### **GENERAL REQUIREMENTS**

Overall, the Candidate is required to:

- Ensure implementation, troubleshooting, and maintenance support for the WWF Zambia Website.
- To collaborate with the Senior ICT Officer, serve as a resource for problem analysis and solution.
- Provide more effective development and design for the functionality of the website.
- Provide technical and creative expertise to create, manage, and update the Website.

### **A. SITE HOSTING & ADMINISTRATION**

- Assure a reliable hosting environment and a stable functioning of the WWF Zambia Country Office Internet platforms.
- Backups – data backups weekly, code backups as needed.
- In case of a serious incident, the restoration of the website from the most recent backup needs to be assured.
- Security – manage all aspects of website security to protect confidential member information and existing content (data, project information, contact details, etc.), and prevent hacks, defacing, etc.

### **B. REGULAR TECHNICAL SITE & CODE MAINTENANCE**

- Assure the WWF Zambia Website Maintenance.
- Maintain development or staging environments separate from live environments.
- Install Software, module/Security patches and upgrades including bug fixes.
- Install, upgrade or modify existing modules on sites.
- Manage, edit, update and maintain the site (this includes all development work: CSS/Theming, jQuery, etc.).

### **C. ONGOING WEBSITE DEVELOPMENT (IMPROVEMENT OF SITE FUNCTIONALITIES -**

- Improve design interface on WWF Zambia Country Office ensuring the improvement of user interface.
- Analyze the existing web site functionalities.
- Maintain ongoing development on existing sites and add new features where needed.
- Manage, update and improve site navigation and information architecture.
- Manage web design; enhancements to the sites' look and feel on an ongoing basis.
- Improving existing site designs for layout, graphics, etc., and developing innovative new designs.
- Redevelopment and design of pages
- Search engine optimization
- Improve the site toward higher Social Media integration

- Manage, update and improve the sites so that mostly the same features, backend, modules and GUI are used on both platforms.

#### **D. SPECIFIC FEATURES**

- Development, design and implementation of new specific features on the websites based on requests from the WWF SMT. These will occur on demand and the proposal should accommodate approximately 3 days per month for such developments.

#### **Other Platforms –**

Ensuring the proper management of all WWF Zambia internet social media presence on platforms such as; Facebook, Twitter and any other acceptable social media platforms

- Any other task related to duties as directed by Senior ICT Officer/ Finance Manager.

#### **E. QUALIFICATIONS**

The contractor is required to have:

- Extensive knowledge and experience of website development and management by making use of innovative technologies and applications.
- Specific and in-depth expertise in various content management systems.
- Excellent communication skills and the capacity to be responsive to changing needs and requirements as communicated by the WWF ZAMBIA COUNTRY OFFICE Network team.
- Programming knowledge and experience of database development valued.
- University Degree required or non-formal education in IT.