

Information Technology Specialist (ITS)
Statement of Work (SOW)
For Peace Corps Personal Services Contractors (PSCs)

1. Background

a. Summary: The Information Technology Specialist (ITS) reports directly to the Country Director or delegated Director of Management and Operations (DMO) for non-IT-related activities, ensuring that any support for IT efforts is aligned with the strategic direction of the country program(s). ITS will regularly report insights and updates on IT services, customer service quality, and ground-level (tier 1) IT operations to the CD or delegated DMO. For IT-related activities, the ITS receives technical guidance, performance standards, and evaluation from the International Support and Operations detachment (CSS/ISO) through the Regional Information Systems Officers (RISOs).

b. Country Program Information: The ITS oversees all Peace Corps Information Technology operations at Post, supporting the mission to improve services and infrastructure in alignment with OCIO guidelines. The ITS is responsible for the installation and integrity of computer systems, administration of local IT systems, and maintenance of configurations mandated by the International Organization for Standards.

c. Reference Materials:

- Peace Corps Manual Section 647
- Overseas Financial Management Handbook (OFMH)
- Overseas Contracting Handbook
- Peace Corps Information Security Program
- OCIO Policies and Guidelines
- ITS Handbook

2. Major Duties and Responsibilities

Ticketing System Management and Customer Support

- Monitor and resolve IT issues for the Post and sub-regional Posts without an IT professional.
- Actively manage and document tickets in the shared queue; escalate unresolved issues to Tier II (ISO) and follow up regularly.
- Ensure adoption of ITIL practices: incident resolution, escalation, and contributing to problem management.
- Train staff and backup IT support on logging, tracking, and resolving IT issues.
- Provide guidance on best practices for using the ticketing system efficiently.

- Empower users through Tier 0 (self-service) support resources and ensure staff/Volunteers are aware of available documentation.

Automation and Business Process Improvement

- Identify opportunities to streamline operations using Power Apps, Power Automate, SharePoint, and M365V tenant.
- Develop and document automations so they can be shared and reused by other Posts.
- Report opportunities and outcomes to Post senior staff and ISO/RISO.
- Explore AI readiness: identify potential use cases for Copilot or similar tools to support workflows and ticketing efficiency.

Network, Systems, and Cloud Support

- Perform routine maintenance tasks to ensure optimal performance and uptime.
- Administer Post data backup systems and safeguard against potential data loss.
- Maintain and update Post servers and equipment as directed by ISO.
- Troubleshoot hardware, software, and ISP issues; monitor bandwidth utilization.
- Support ongoing migration efforts to cloud infrastructure, ensuring staff and Volunteers adopt new platforms.
- Administer and maintain Post telephony/VOIP systems.

Information Security Coordination

- Act as Computer Security Coordinator under HQ guidance.
- Ensure compliance with IT Security policies and install approved patches, antivirus updates, and configurations.
- Maintain, test, and update contingency and disaster recovery plans.
- Report and respond promptly to IT security incidents.
- Deliver mandatory IT security training to staff and Volunteers annually.

Information and Asset Management

- Ensure Post data is efficiently organized, securely stored, and only accessible to authorized staff.
- Maintain personnel and PCV databases, IT asset inventories (if applies), and user directories (e.g., SFTP).
- Recommend IT resource needs and improvements to Post senior staff and ISO.

Training and Capacity Building

- Assess staff training needs and deliver training in person or remotely via Teams/virtual sessions.
- Train staff and PCVs on effective use of IT tools, Tier 0 resources, and the M365V platform.

- Provide awareness training on new automations and workflows.
- Train backup IT support at Post to ensure operational continuity.
- Ensure compliance with OCIO procedures, including Continuing Education hours.

Other:

- Other Flexibilities: If there is a time at a post of assignment, due to a pandemic or for any other reason, when there are limited or no Peace Corps Trainees and/or Volunteers (jointly referred to as “Volunteers”) at that location, the PSC may be temporarily assigned during that period, as determined by the Peace Corps Country Director (CD), to carry out additional duties and responsibilities in furtherance of the goals of the Peace Corps in order to enhance the ability of Peace Corps Volunteers to perform functions under the Peace Corps Act, including facilitating a safe environment in order for the successful return or increase of Volunteers.
- This temporary assignment may require the PSC to provide services and/or support beyond what is listed in their current Statement of Work (SOW). The services and/or support may take many forms, examples of which may include but are not limited to, training, providing administrative, technical, medical, and/or operational assistance, building on host country programs, etc. This temporary assignment also may require the PSC to provide these services and/or support to individuals/organizations other than those listed in their current SOW such as host country government, partner organization(s), community member(s), staff, and/or contractors.

3. Work Requirements and Guidelines:

- Ensure compliance with Peace Corps policies and procedures, as well as adherence to local laws and regulations.
- Maintain confidentiality and integrity of information.
- Follow safety and security guidelines provided by the Peace Corps and local authorities.
- Required Continuing Education Hours for ITSs - 20 continuing education (CE) hours are required for ITMs to maintain their professional competence and provide quality professional services annually following Regional IT Specialist recommendations.
 - The ITS must:
 - For self:
 - Complete the required IT training courses as identified by OCIO.
 - Provide proof of completion (certificate) to their supervisor to claim CE credit upon completion of each learning activity.
 - Maintain training records and proof of CEs completed.
 - For an ITA: (if Applicable)
 - Review and approve CE-related requests by OCIO procedures.

- Transmit annual CE compliance data to OCIO following OCIO procedures.
- Ensure to attend all Continuous IT Education (CIE) conferences and workshops when opportunities present.

4. Safety and Security:

Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and CD. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons, or articles. Reference: [Safety and Security Instruction 110](#).

5. Roles and Responsibilities:

- For IT-related activities, reports to the International Support and Operations detachment (CSS/ISO) through the Regional IT Specialists (RITS).
- For non-IT-related activities, report to the Country Director or delegate DMO.
- Receiving officer: May be designated as a receiving officer if assigned by the Overseas Contracting Officer and approved by the Country Director. Responsibilities as a receiving officer include accurate review of goods or services, their accompanying invoices, and the purchase order/contract to ensure that the specifications, quality, amounts, price, timeliness, etc. of the goods are consistent with the terms and conditions of the contract/purchase order after successful completion of the requisite training to perform receiving duties. (See [MS 511](#), [The Personal Property Management Handbook](#), and [OFMH 19](#))
- Limited supervisory responsibilities: May be designated limited supervisory responsibilities if assigned by the Overseas Contracting Officer and approved by the Country Director. Personal Services Contractors (PSCs) may only supervise other PSCs. (See [MS 732](#))
- Occasional Money Handler/Holder: May be designated as an occasional money handler/holder (OMH) if assigned by the Director of Management and Operations. As an OMH, may be requested to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to Pre-Service Training/In-Service Training site(s), or other locations as directed by the Overseas Contracting Officer (OCO). May also be requested to courier cash to Peace Corps Trainees or Volunteers. The Contractor will not be functioning as a procurement or disbursing official but will only be acting as an intermediary between the Contracting or Disbursing Officer and the recipient. Purchases: ie. dealing with vendors, the Contractor will not exercise any procurement discretion concerning the supplies or services to be purchased or the cost limits of these purchases; these will be determined by the OCO. (See [OFMH 13](#))
- Purchase card holder: Maybe an authorized holder of a purchase card after successful completion of the requisite purchase card training and receipt of a Delegation of Purchase Card Authority letter issued by the Senior Procurement Executive. Must adhere to the limitations contained in the Delegation of Purchase Card Authority and follow all instructions provided by OCFO/Acquisition and

Contract Management (OCFO/ACM), including policies and procedures contained in [MS 731](#) and the [Overseas Financial Management Handbook \(OFMH\)](#), in the execution of purchase cardholder duties and responsibilities. (See [OFMH 67](#) and [68](#))

6. Logistics:

- The ITS will be based at the Peace Corps Post.
- Will use Peace Corps-provided equipment and systems for performing duties.
- May require occasional travel to remote offices and field sites.

7. Level of Effort:

- Expected to maintain a regular work schedule as determined by the Country Director.
- May be required to work nights, weekends, and holidays based on the needs of the Post.

8. Minimum Qualifications:

- Master's degree in business administration (MBA), Management of Information Systems (MIS), or related field (preferable).
- Bachelor's degree in information technology, Computer Science, or a related field.
- Minimum of 3 years of experience in computer operations, networking, or troubleshooting techniques.
- Certifications in network and systems administration such as CompTIA A+, Network+, Security +, CCNA, Azure Administrator or ITIL.
- Proficiency in English and local language (if applicable).
- Strong problem-solving skills and ability to work independently.

9. Other:

- Must maintain a high level of professionalism and integrity.
- Must be able to adapt to changing environments and work under pressure.
- Must be willing to continuously improve skills and knowledge through professional development.