

AFRICAN UNION		UNION AFRICAINE
الاتحاد الأفريقي		UNIÃO AFRICANA
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AFRICAN COURT ON HUMAN AND PEOPLES' RIGHTS COUR AFRICAINE DES DROITS DE L'HOMME ET DES PEUPLES P.O. Box 6274 Arusha, Tanzania – Telephone: +255 272 510 510 Website : www.african-court.org / Email: registrar@african-court.org		

AFCHPR/PTS/2026/135

Date: 16 October 2026

REQUEST FOR EXPRESSION OF INTEREST (REOI)
DATABASE OF PREQUALIFIED INDIVIDUAL CONSULTANTS

IT TECHNICIAN

1. BACKGROUND

The African Court on Human and Peoples' Rights (the Court) was established by virtue of Article 1 of the Protocol to the African Charter on Human and Peoples' Rights on the Establishment of an African Court on Human and Peoples' Rights, to complement the protective mandate of the African Commission on Human and Peoples' Rights, with a view to enhancing the protection of human rights on the continent.

The Court now requires the services of a consultant to assist in providing robust 1st and 2nd level technical support to Judges, legal officers, and staff during hybrid and physical Court Sessions, virtual hearings, and public events. The consultant will be required to handle specialized multimedia, audio-visual, physical interpretation equipment, and technical support queries as deemed necessary.

The Consultant will be part of the IT team responsible for supporting users, hybrid courtroom infrastructure, and IT systems on a daily basis. S/he will be placed under

the overall supervision of the Head of Finance and Administration Division, and the direct supervision of the IT Specialist.

(For further details, please visit: <https://www.african-court.org/afchpr/>)

2. OBJECTIVE OF THE CONSULTANCY

The objective of the consultancy is to provide local 1st level technical support to Judges and Staff during Court Sessions and hybrid meetings to ensure smooth, uninterrupted proceedings, robust multilingual interpretation broadcasts, advanced AV/projector management, and high-quality audiovisual recording/streaming.

3. SCOPE OF WORK

The Consultant will be required to deal with technical support queries and operational tasks across the following working environments:

User Management & Remote Support: Provide first-level technical support to Judges and Staff at the office and remotely; diagnose user faults including virtual meeting connectivity, logon issues, profile faults, and permission errors; configure Microsoft Outlook/M365 accounts; and assist Judges and Staff in accessing, managing, and uploading session documents to OneDrive.

Advanced Video Conferencing, Interpretation, Multimedia, & NDI/Projector Management: Administer and manage high-profile virtual and hybrid court sessions via Zoom and other enterprise video conferencing platforms; configure and manage Zoom Interpretation features supporting more than 5 languages, ensuring crystal-clear multi-channel audio routing for interpreters and participants; configure, connect, and troubleshoot specialized audio hardware, including professional sound cards (audio interfaces), multi-channel mixers, microphones, and audio distribution systems for courtroom acoustics; integrate and operate video capture cards, hardware encoders, and Network Device Interface (NDI) technologies for IP-based video/audio routing; manage courtroom projection systems and large-format displays; and apply videography and pictography skills

to manage camera angles, lighting, video switching, photography, graphic assets, and recording quality for official court proceedings, webcasts, and archiving.

Interpretation Equipment & AI Transcription Support: Provide basic administration and support for physical interpretation equipment (console units, IR/digital transmitters, interpreter headsets); and support AI-assisted tools for real-time interpretation assistance, audio file transcription to text, and automated minutes/transcription generation.

Hardware, Printers, UPS, & Network Infrastructure: Assist in troubleshooting, configuring, and installing PCs, MacBooks, peripheral hardware, printers, scanners, and Uninterruptible Power Supply (UPS) units; assist in diagnosing wired and wireless network faults and ensuring mandated users maintain stable connections during virtual sessions; and assist in the secure distribution, inventory tracking, and setup of IT equipment.

Software, Security, SAP Support, & Case Management: Assist in performing system patches, operating system upgrades, and software deployments; ensure all computers connected to the court network run updated antivirus, endpoint protection, and firewall configurations; provide basic SAP end-user support; and assist legal staff and court clerks in accessing the case management information and documentation system (CMIDS).

General Support & Administration: Log and respond to support calls promptly, escalating complex technical issues to the IT Specialist when necessary; provide responsive telephone, remote, and face-to-face support; prioritize tasks effectively based on business and courtroom urgency; maintain strict confidentiality regarding all Court documents, judicial deliberations, and data; and undertake any other duties as reasonably directed by the hierarchy from time to time.

KEY DELIVERABLES

- Uninterrupted, high-quality technical support for hybrid court sessions, multilingual interpretations, physical interpretation systems, and daily office operations.

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- Well-maintained audio-visual, sound card, video capture, NDI routing, UPS, printer, and projector equipment configurations.
- Deployment of AI transcription tools and prompt resolution of user support queries.

4. EDUCATIONAL QUALIFICATIONS

- A relevant degree or equivalent qualification in Computer Science, Information Technology, Audio-Visual Technology, or another related field.

5. WORK EXPERIENCE

- A minimum of 02 (two) years of professional experience working within an IT support, hybrid events, or multimedia technical role, preferably within an international or legal organization.
- Working with African Union organs, regional bodies, or international organizations is strongly preferred.

6. REQUIRED SKILLS

- Multimedia & Video Conferencing Expertise: Expert user and administrator of Zoom (specifically advanced multi-language interpretation setups across more than 5 languages), MS Teams, and WebEx.
- Audio-Visual, NDI, Projector, & Videography/Pictography Competencies: Hands-on experience configuring and operating sound cards/audio interfaces, video capture cards, hardware switchers, NDI workflows, projector management, and professional videography/pictography skills.
- Interpretation Equipment & AI Transcription Skills: Basic knowledge in administering physical interpretation equipment consoles and leveraging AI tools for audio interpretation and transcription of audio files to text.
- Systems Knowledge: Strong knowledge of Windows 10/11 Pro and macOS environments, Microsoft 365, and Office applications.
- Network, Hardware, Printer, & UPS Skills: Understanding of wired and wireless enterprise network infrastructures; skilled in troubleshooting PCs,

Macs, printers, scanners, mobile devices, tablets, UPS units, and printer hardware fixing.

- SAP Support & Security Awareness: Knowledge of SAP end-user support, endpoint antivirus, firewalls, and data security practices.
- Soft Skills: Excellent interpersonal, communication, and team-working skills; proactive, highly organized, and capable of working under pressure with a service-focused attitude.
- Languages: Fluency in English and/or French is required; knowledge of any other African Union recognized language is an added advantage.

7. LANGUAGE: REQUIREMENTS

- Fluency in written and spoken communication in at least one of the official AU working languages (Arabic, English, French, Portuguese, Swahili or Spanish).
- Working knowledge of an additional AU language is an added advantage.

8. DURATION OF THE CONSULTANCY

The prequalified consultant will be invited to serve on a time-based contract when required by the Court.

9. CONSULTANCY FEE

- The consultant shall be issued with a time-based Contract at standard institutional rates.

10. APPLICATION PROCEDURE

Interested candidates are requested to submit the following:

- Copies of diplomas, attestations, certificates, etc. to be uploaded through the online application form; or link provided above
- Curriculum Vitae of the Consultant detailing multimedia, interpretation support, AI tools, NDI, hardware maintenance, and IT support experience to be uploaded through the online application form;

- Any supporting documents as proof of relevant experience related to the assignment (copies of previous contracts and/or screenshots (e-mails) thereof: 1 contract per year of experience)
- Contacts of organizations previously worked for
- Curriculum Vitae of the Consultant detailing multimedia, interpretation support, AI tools, NDI, hardware maintenance, and IT support experience
- Consultancy Application Form duly filled and signed

11. SUBMISSION DEADLINE

- Applications must be submitted electronically through the portal no later than 15 November 2026 at 17:00 local time (GMT+3).
- **Quotations must be returned to:**

Email: tender@african-court.org

(The maximum size of attachments is 25 MB. If the size of your attachment exceeds 25 MB, please send it over several emails.)

Request for clarification;

Bidders requesting clarification of the items, technical requirements or conditions stipulated in this REOI shall communicate in writing with African Court office through the email address: procurement@african-court.org

12. IMPORTANT INFORMATION

- Only shortlisted candidates meeting all specified criteria will be considered for inclusion in the Court's Database of Consultancy Services for IT Technician.
- Inclusion in the Database shall not constitute a commitment or guarantee of a contract award by the Court.

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- Incomplete applications or applications missing any of the required supporting documents, including a CV, academic certificates, and recommendation letter, shall not be considered for evaluation.
- The African Union is an equal opportunity employer; female candidates are strongly encouraged to apply.

Dr. Robert Eno

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Registrar of the Court