

Terms of Reference

For Selection of Individual Consultant

Job #	N/A
Job Title	Jr. Consultant (Technology)
No. of position	1
Location	Dhaka, Bangladesh
Appointment	Local Hire
Job Posted	TBA
Closing Date	TBA
Language	Bangla [Essential]; English [Essential]
Appointment Type	Time-Based. Duration: 12 months (Further extension is subject to the performance of the incumbent and availability of fund)

Background of the Project:

The Aspire to Innovate (a2i) Programme builds on the Government of Bangladesh's efforts to introduce a citizen-centric culture of innovation in civil service to improve service delivery and make services more inclusive, affordable, reliable, and easier to access. This project will provide support to establish institutional mechanisms and improve accountability to accelerate SDG achievements in Bangladesh.

This project will have three components:

1. Institutionalizing Public Service Innovation and Improving Accountability
2. Catalyzing Digital Financial Services and Fintech Innovations
3. Incubating Private Sector-enabled Public Service Innovation

Background of the assignment:

'Vision 2041', a newly introduced vision for the development of Bangladesh, focuses on attaining the status of a developed country by 2041. In this process of development, while making the country "Digital Bangladesh", a few challenges are found in the context of skills, education, employment, and entrepreneurship. To begin with, Bangladesh has a labor force of 82 million where 2 million youth joining the workforce every year with a projected labor force growth rate of 2.2% over the next 10 years (ILO, 2016). These youths are failing to get employed despite facing numerous job interviews because in most cases they are not rightly aware of which skills are required for various jobs. Secondly, although there are approximately 13,000 public and private skills service providers who are continuously offering skills training, they are not serving efficiently because their trainings are mostly supply-driven. Thirdly, most industries and employers cannot find the perfect skilled HR who can match their requirements despite investing a lot of time and resources in lengthy recruiting procedures. Fourthly, data-driven decision-making by the relevant Ministries and Govt. Departments become challenging at times because all their data are manually stored which is why it takes a lot of time to sort and analyze these data to reach a factual decision.

Henceforth, a2i Programme of the Government of Bangladesh and UNDP Bangladesh innovated a one-stop data platform- National Intelligence for Skills, Education, Employment and Entrepreneurship (NISE)- for working towards supporting all stakeholders to ensure effective data driven policy planning. This is actually a matchmaking platform aimed at ensuring balance between the supply side and demand side of skills, education, employment and entrepreneurship. The supply side stakeholders are 32 Governmental Departments under 23 relevant Ministries and as well as 13,000 Skills Service Providers. The demand side stakeholders are 42 Industry Associations/ Chamber of Commerce, thousands of Industries and Recruiting Agencies. The objective of NISE is to act as a connecting bridge to bring

these stakeholders together under one umbrella so that they can fulfill the needs of one another and subsequently can make data driven decisions to stimulate industrial growth which will in turn pave the way for economic prosperity.

Thus, the Aspire to Innovate (a2i) Programme is looking for a **Junior Consultant (Technology)** to ensure essential operational and technical assistance in NISE's resistance-less implementation locally and globally. He/she will ensure that numerous technological goods and services are managed and executed smoothly.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Provide operational and technical support to the technology team to execute/ manage the activities of technical products.
- Assist to arrange different workshops and meetings.
- Assist to prepare notes, budgets and letters for different workshops and seminars.
- Supporting in implementation of a2i technological products and services in various Govt. agencies.
- Maintain communication with different stakeholders for uninterrupted operational services.
- Prepare reports, presentations and infographics for decision making.

Supervision and Performance Evaluation:

The **Jr. Consultants (Technology)** will be working with the Technology team of Aspire to Innovate Programme. A performance evaluation will be conducted by Joint Project Director, a2i. After 12 months of the contract period and further continuation of the contract will depend upon the satisfactory performance and availability of funds.

Scope of work, Duties and Responsibilities:

- Supporting in conducting analysis of existing systems, processes, and data to identify areas for improvement and optimization.
- Collaborating with stakeholders to gather and document functional and technical requirements for new systems or system enhancements.
- Contributing to the development of detailed system design specifications, including data models, workflow diagrams, and interface designs.
- Working closely with development teams to support the implementation of new systems or system changes.
- Assist in developing high-level diagrams for the development team including preparing reports, presentations, and infographics.
- Assisting in the planning and execution of system testing, including unit testing, integration testing, and user acceptance testing, to ensure the quality and reliability of systems.
- Supporting the creation of comprehensive documentation for systems, processes, and procedures to facilitate knowledge transfer and ongoing maintenance.
- Assisting in providing training and support to end-users to ensure they can effectively use the systems and tools in their daily operations.
- Identifying opportunities for ongoing system improvement and optimization under the guidance of the System Analyst.

Deliverables and Timeframe:

The assignment will be for 12 months. Completed task under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> ○ Assist to detailed analysis report outlining existing systems, processes, and data. ○ Assist to develop 5 recommendations for areas of improvement and optimization. ○ Assist to develop 5 Functional and technical requirement documents, including: <ul style="list-style-type: none"> ▪ Use cases and user stories. ▪ Functional specifications. ▪ Non-functional requirements. ○ Support to detailed out system design specifications, including: <ul style="list-style-type: none"> ▪ Data models and database schema designs. ▪ Workflow diagrams and process flowcharts. ▪ Interface designs and mockups. ○ Support to develop progress reports on the implementation process. ○ Collaboration with development teams to ensure alignment with design specifications. ○ Test plans and test cases for unit, integration, and user acceptance testing. ○ Test execution reports and defect tracking. ○ Assist in developing comprehensive system documentation, including: <ul style="list-style-type: none"> ▪ System architecture documentation. ▪ User manuals. ▪ Standard operating procedures (SOPs). ▪ Troubleshooting guides. ○ Assist to develop 5 training materials and resources, such as: <ul style="list-style-type: none"> ▪ Training manuals. ▪ Presentation and infographics ▪ Training schedules and agendas. ▪ Hands-on training sessions and workshops. ○ Assist in developing regular reports on identified opportunities for improvement. ○ Assist in developing recommendations for system enhancements and optimization. 	<p>12 Months</p>

The incumbent will perform other related duties and responsibilities as and when required and assigned. The incumbent should function as an effective team member.

Payment: The Jr. Consultant (Technology) will be paid 12 (Twelve months) equal instalments on monthly basis upon completion of the above deliverables.

Requirements for Experience and Qualifications:

I. Academic Qualifications:

- Minimum Bachelor's Degree in any subject from any reputed public/private university/institution.

II. Experience:

- At least 4 years of working experience in private/public organizations.
- At least 2 years' experience of technical support.