

Terms of Reference

For Selection of Individual Consultant

Job #	N/A
Job Title	Sr. Consultant (Chief Technical Advisor)
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 has 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:

The Aspire to Innovate (a2i) Programme of the Government of Bangladesh is recognized for its pivotal role in driving the nation's transformation in e-services and enhancing public service delivery through technological innovation, fostering efficiency, and bridging the digital divide. The programme has evolved into a comprehensive platform that supports government agencies in developing and implementing scalable, citizen-centric digital solutions. Its initiatives have empowered citizens, improved access to government services, and contributed to socio-economic development. The accelerating pace of technological advancements, coupled with an increasing demand for secure, efficient, and future-proof digital infrastructure, has created the need for more sophisticated leadership within the programme. Emerging technologies such as Artificial Intelligence (AI), Big Data, and Cloud Computing present both opportunities and challenges for ensuring sustainable transformation in government operations. It is pivotal in integrating cutting-edge technology, ensuring compliance with international standards, and advocating for Bangladesh's transformation on global platforms.

'Aspire to Innovate (a2i) Programme' is looking for a **Sr. Consultant (Chief Technical Advisor)** who will be leading a technology strategy that is forward-thinking, adaptive, and focused on sustainable development. The Sr. Consultant (Chief Technical Advisor) will develop technology infrastructure while fostering a culture of talent development, making the organization tech-savvy, people-savvy, and organization-savvy and ensuring that the organization builds the right capabilities for both technological and human capital growth.

Scope of work, Duties and Responsibilities:

1. Strategic Leadership and Development:

- Create and execute a forward-looking technology strategy that supports the agency's digital transformation goals.
- Align technology infrastructure with the agency's long-term vision for providing secure, scalable, and efficient government services.
- Lead the development and implementation of emerging technologies (cloud, AI, big data) that improve service delivery while ensuring they are adaptable to future needs.
- Preparation of policy-level guidelines on issues related to ensuring proper function of the e-service systems.
- Closely work with policy-makers in relevant ministries to guide them in technology management decisions.

2. Talent Development and Capability Building:

- Together with HR jointly develop internal talent by promoting continuous learning, upskilling, and reskilling initiatives across technology teams.
- Foster a culture of coaching and mentoring within the team to ensure tech employees are continuously improving.
- Identify and nurture future technology leaders from within the organization, ensuring strong succession planning and leadership continuity.

3. Technology Architecture and Innovation:

- Manage plan, analysis, design, development and implementation of Enterprise and Government national digital services with a focus on target population.
- Oversee the design and development of technology architecture that allows for scalability, flexibility, secured, user friendly and future-proofing of digital services.
- Lead initiatives in adopting cutting-edge technologies while ensuring compatibility with existing government systems and infrastructure.
- Stay current with industry trends and emerging technologies to ensure the agency remains ahead of the curve.
- Advise on implementing cutting-edge technology or practices in Government Software Projects/Systems.

4. Cross-Agency Collaboration and Collective Intelligence:

- Engage in collaborative work with specialized CTOs and other government agencies to build a strong ecosystem of digital solutions.
- Develop platforms for sharing collective intelligence and best practices, ensuring decisions are based on input from cross-functional experts and stakeholders.
- Promote the integration of both internal and external expertise to drive innovation in government service delivery.

5. Leadership of Technology Teams:

- Provide strong leadership to technology teams, ensuring they are motivated, engaged, and aligned with the strategic goals of the agency.
- Promote a culture of innovation, collaboration, and accountability within the technology teams.
- Create a long-term and sustainable technological plan that resonates with Government Vision.

6. Cybersecurity and Risk Management:

- Lead the development and implementation of comprehensive cybersecurity strategies to safeguard government data and systems.
- Develop robust risk management practices to ensure business continuity in the face of emerging threats or technology failures.

7. Organizational Savviness and Alignment:

- Ensure that all technology initiatives align with the broader organizational goals, policies, and regulatory frameworks.
- Stay attuned to the evolving needs of government agencies, adjusting technology strategies to better serve citizen needs and government priorities.
- Serve as an advocate for technological advancement and modernization within the government ecosystem, ensuring buy-in from leadership and stakeholders.

8. Operational Efficiency and Budgeting:

- Manage the technology budget, ensuring optimal allocation of resources for both immediate and long-term goals.
- Prioritize investments in technology and talent that will have the highest impact on digital transformation and service improvement.

9. Standards and Quality Practices

- Identify and Implement International Best Practices: Stay up-to-date with global trends, standards, and frameworks such as ISO, ITIL, COBIT, and cybersecurity to ensure the agency's technology operations meet or exceed international benchmarks.
- Quality Assurance and Continuous Improvement: Lead the institutionalization of quality management practices, ensuring that systems, processes, and technology solutions meet the highest quality standards. Establish continuous improvement programs to monitor, assess, and enhance the effectiveness of implemented practices.
- Establish Governance and Compliance Frameworks: Ensure that all technology initiatives comply with international regulations and standards for data security, privacy, and operational excellence. Regularly review and update governance frameworks to maintain compliance.
- Drive Process Optimization and Automation: Implement tools and methodologies, such as Lean, Six Sigma, or Agile practices, to optimize workflows, improve operational efficiency, and reduce redundancies across technology operations.

- Benchmarking and Performance Metrics: Establish and track key performance indicators (KPIs) for technology services and quality management, comparing them with international standards to ensure the agency's technology landscape is competitive and reliable.

10. Procurement and Evaluation Support

- Assist in Technology Procurement: Collaborate with procurement teams to define technical specifications, evaluation criteria, and selection processes for technology solutions. Ensure that all technology procurements align with the agency's digital transformation goals and adhere to international best practices.
- Vendor Evaluation and Selection: Lead the technical evaluation of potential vendors, ensuring that proposed solutions meet the agency's technical, security, and quality requirements. Provide recommendations based on thorough analysis of vendors' capabilities, compliance with standards, and cost-effectiveness.
- Contract Negotiation Support: Assist in negotiating contracts with technology vendors, ensuring favorable terms for the agency, and mitigating risks through well-defined service level agreements (SLAs) and performance expectations.

11. Project Development for Government

- Lead Government Technology Projects: Oversee the development and execution of technology projects for government agencies, ensuring alignment with national priorities, regulatory requirements, and citizen-centric outcomes.
- Cross-Agency Collaboration: Facilitate collaboration across multiple government agencies, ensuring technology projects are integrated, scalable, and support interagency cooperation.
- Stakeholder Management and Communication: Maintain clear communication with government officials, project teams, and external stakeholders, ensuring transparency and alignment on project goals, timelines, and outcomes.
- Risk and Issue Management: Identify, assess, and mitigate risks to project delivery, ensuring that government technology projects are executed smoothly and within budget.

12. Representation at International Technology Forums

- Representing a2i in Global Tech Forums: Act as the official representative of a2i at international technology forums, conferences, and industry events. Advocate for the agency's digital transformation initiatives and share best practices with global peers.
- Building International Partnerships: Forge and maintain relationships with international organizations, governments, and technology leaders to promote collaboration and exchange of knowledge on emerging technologies and global trends.
- Positioning a2i as a Global Leader: Ensure a2i is recognized as a leader in digital transformation by showcasing successful projects, innovations, and strategies that have been implemented across government agencies in Bangladesh.
- Learning and Adoption of Global Trends: Identify new trends, best practices, and cutting-edge technologies presented at global forums and advocate for their adoption.

within the agency's digital initiatives to keep Bangladesh at the forefront of technological advancements.

Competencies Required:

I. Key Competencies:

- Strategic mindset with a focus on innovation and long-term sustainability.
- Exceptional communication and interpersonal skills for managing diverse stakeholders and teams.
- Strong organizational and project management skills, with the ability to lead through influence and collaboration.
- Ability to balance technology priorities with the development of talent and organizational capability.

II. Required Competencies:

1. Strategic Leadership and Development

- **Strategic Mindset:** Seeing ahead to future possibilities and translating them into breakthrough strategies.
- **Cultivates Innovation:** Creating new and better ways for the organization to be successful.
- **Tech Savvy:** Anticipating and adopting innovations in business-building digital and technology applications.

2. Talent Development and Capability Building

- **Develops Talent:** Developing people to meet both their career goals and the organization's goals.
- **Attracts Top Talent:** Attracting and selecting the best talent to meet current and future needs.
- **Builds Effective Teams:** Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.

3. Technology Architecture and Innovation

- **Tech Savvy:** Keeping up-to-date on technological innovations and integrating them effectively into the organization.
- **Global Perspective:** Taking a broad view when approaching issues, using a global lens.
- **Manages Complexity:** Making sense of complex, high quantity, and sometimes contradictory information to solve problems.

4. Cross-Agency Collaboration and Collective Intelligence

- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Builds Networks:** Effectively building formal and informal relationship networks inside and outside the organization.
- **Interpersonal Savvy:** Relating openly and comfortably with diverse groups of people.

5. Stakeholder Engagement and Organizational Savviness

- **Organizational Savvy:** Maneuvering comfortably through complex policy, process, and people-related organizational dynamics.
- **Persuades:** Using compelling arguments to gain the support and commitment of others.
- **Communicates Effectively:** Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.

6. Leadership of Technology Teams

- **Directs Work:** Providing direction, delegating, and removing obstacles to get work done.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Drives Engagement:** Creating a climate where people are motivated to do their best to help the organization achieve its objectives.

7. Risk Management

- **Decision Quality:** Making good and timely decisions that keep the organization moving forward.
- **Manages Risk:** Effectively managing and mitigating risk within the organization.

8. Organizational Savviness and Alignment

- **Balances Stakeholders:** Anticipating and balancing the needs of multiple stakeholders.
- **Manages Ambiguity:** Operating effectively, even when things are not certain, or the way forward is not clear.
- **Resourcefulness:** Securing and deploying resources effectively and efficiently.

9. Operational Efficiency and Budgeting

- **Financial Acumen:** Interpreting and applying understanding of key financial indicators to make better business decisions.
- **Optimizes Work Processes:** Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

Supervision and Performance Evaluation:

The **Sr. Consultant (Chief Technical Advisor)** will be working with the Technology team of Aspire to Innovate Programme. A performance evaluation will be conducted by project authority, a2i. After 12 months of the contract period and further continuation of the contract will depend upon the satisfactory performance and availability of funds.

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">• Strategic Leadership and Development:<ul style="list-style-type: none">○ Develop and present a comprehensive technology strategy.○ Propose policy-level guidelines on e-service system functionality.○ Initiate emerging technology projects (cloud, AI, big data) and ensure the launching of pilot projects.	12 Months

<ul style="list-style-type: none"> • Talent Development and Capability Building: <ul style="list-style-type: none"> ○ Guide HR in launching upskilling programs (e.g., training on AI, big data, cloud). ○ Establish a mentorship program involving senior staff as mentors and junior employees as mentees. ○ Identify potential future leaders for succession planning and development. • Technology Architecture and Innovation: <ul style="list-style-type: none"> ○ Oversee the design of a scalable technology architecture, ensuring core components are being developed ○ Launch pilot projects using cutting-edge technologies, with a focus on adoption by government agencies. • Leadership of Technology Teams: <ul style="list-style-type: none"> ○ Conduct monthly team engagement meetings with 100% participation from technology leads. ○ Complete a technology team alignment plan with KPIs for team performance. • Organizational Savviness and Alignment: <ul style="list-style-type: none"> ○ Ensure 100% alignment of technology initiatives with organizational goals and regulatory requirements. • Standards and Quality Practices: <ul style="list-style-type: none"> ○ Begin implementing international best practices (e.g., ISO, ITIL, COBIT) across key technology projects. ○ Establish a performance metrics dashboard for monitoring progress. • Representation at International Technology Forums: <ul style="list-style-type: none"> ○ Participate in international forums on behalf of a2i and establish new international partnerships. 	
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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 Sr. Consultant (Chief Technical Advisor) will be paid 12 (Twelve months) equal instalments on a monthly basis upon completion of the above deliverables.

Requirements:

I. Academic Qualifications:

- Minimum Bachelor’s Degree in Computer Science/CSE or relevant technical/engineering discipline from any reputed public/private university.
- A Master’s degree or MBA with a focus on Technology Management, Information Systems, or Digital Transformation is preferred.

II. Experience:

- At least 12 years of working experience in national/international organization.
- At least 5 years of experience in strategic/managerial level in technical field.
- Experience of architecture, design, development and managing large scale Government Solution/ Enterprise Software Solutions.