

# Terms of Reference

## For Selection of Individual Consultant

<b>Job #</b>	N/A
<b>Job Title</b>	<b>Jr. Consultant- Technology</b>
<b>No. of position</b>	1
<b>Location</b>	Dhaka, Bangladesh
<b>Appointment</b>	Local Hire
<b>Job Posted</b>	TBA
<b>Closing Date</b>	TBA
<b>Language</b>	Bangla [Essential]; English [Essential]
<b>Appointment Type</b>	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:

Bangladesh is undergoing rapid transformation, aiming to achieve sustainable development across various sectors. However, significant challenges remain in integrating technology to address gaps in skills, education, employment, and entrepreneurship. The increasing need for data-driven decision-making, efficient digital platforms, and scalable technological solutions has become critical to streamline processes, ensure resource optimization, and meet evolving demands in the job market.

To support this vision, the **Aspire to Innovate (a2i) Programme** is looking to recruit a “**Junior Consultant – Technology**” to provide operational and technical assistance. The consultant will play a vital role in managing and implementing technological solutions, facilitating the integration of digital tools, and ensuring the smooth execution of technology-driven initiatives. This position will contribute to enhancing efficiency, fostering innovation, and supporting the government’s vision of creating a digitally empowered nation.

### 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 letter for different workshops and seminar.

- 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 the 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.

### **Scope of work, Duties and Responsibilities:**

- Assist in managing and monitoring the deployment of technology solutions.
- Troubleshoot and resolve operational issues related to technology products.
- Collaborate with the technical team to ensure smooth delivery of technical services.
- Document operational processes and provide feedback for optimization.
- Coordinate logistics for workshops and meetings, including venue, materials, and participant communications.
- Support the preparation of agendas, presentation slides, and other required materials.
- Record key takeaways and feedback from workshops and ensure timely follow-up actions.
- Draft notes and meeting minutes with clarity and accuracy.
- Prepare detailed budgets for workshops and seminars, ensuring resource optimization.
- Draft official letters and communications for stakeholders related to workshops and seminars.
- Assist in testing and deploying technology products in government agencies.
- Establish and maintain a communication plan to engage stakeholders regularly.
- Consolidate and analyze data to create meaningful reports for stakeholders.
- Develop visually appealing and informative presentations and infographics.
- Present insights and recommendations to decision-makers based on prepared materials.

## **Required Competencies**

### **Technical Competencies:**

- Knowledge of technical product management and execution processes.
- Familiarity with a2i technological products and their implementation in government agencies.
- Proficiency in creating reports, presentations, and infographics for decision-making.
- Strong understanding of communication tools and platforms to maintain stakeholder interaction.
- Ability to provide operational support for technology-related activities and troubleshooting.

### **Functional Competencies:**

- Strong organizational skills to assist in arranging workshops, meetings, and seminars.
- Ability to prepare budgets, notes, and letters for workshops and seminars.

- Effective communication skills for maintaining relationships with stakeholders.
- Ability to assist in the implementation of technological solutions across government agencies.
- Detail-oriented approach for reporting and presentation preparation.

**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"> <li>• Provided operational support for at least 3 technical products with detailed documentation of activities.</li> <li>• Resolved 10 technical issues with corresponding issue logs and resolution steps.</li> <li>• Developed and submitted 3 process workflow documents for operational improvement.</li> <li>• Prepared and distributed 6 workshop agendas, with follow-up reports for each.</li> <li>• Conducted 5 on-site deployment sessions for a2i technological products in government agencies.</li> <li>• Collected and analyzed 5 feedback reports from government agencies post-implementation.</li> <li>• Conducted 5 presentation sessions to brief stakeholders on prepared insights and recommendations.</li> <li>• Resolved 20 stakeholder queries, documented in issue resolution reports.</li> </ul>	12 Months

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.

- At least 2 years' experience working with Government systems.