

## Section 2. 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: 11 months (Subject to the project's validity period. 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 addressing critical challenges in skills development, education, employment, and entrepreneurship to support its growth as a developed nation. Despite a labor force of 82 million and 2 million youth joining the workforce annually, many remain unemployed due to a lack of awareness about market-relevant skills. Training programs by approximately 13,000 skills service providers often miss the mark, as they are supply-driven and not aligned with market demands, while employers face difficulties finding skilled workers.

Additionally, manual data management by government ministries and departments slows decision-making and hinders efficient policy planning. To overcome these challenges, innovative approaches are required to bridge the gaps between stakeholders and create opportunities for economic growth. The **Aspire to Innovate (a2i) Programme** seeks a “**Junior Consultant (Technology)**” to support these efforts by providing technical and operational expertise.

#### 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 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 .

## **Technical Competencies**

### **1. Platform and System Management**

- Proficiency in managing and maintaining large-scale digital platforms, including monitoring performance and troubleshooting technical issues.
- Ability to oversee the integration of various technological systems and tools for smooth functionality

### **2. Data Management and Analysis**

- Expertise in handling large datasets, including data storage, retrieval, and analysis to support decision-making.
- Familiarity with database management systems (e.g., MySQL, PostgreSQL) and data visualization tools (e.g., Tableau, Power BI).

### **3. Software Development and Integration**

- Knowledge of software development lifecycle processes and programming languages (e.g., Python, Java, or JavaScript).
- Skills in integrating APIs and other third-party solutions to enhance platform capabilities.

### **4. Cybersecurity and Data Protection**

- Awareness of cybersecurity principles and best practices to safeguard platform data and ensure user privacy.
- Ability to implement data protection protocols in compliance with national and international standards.

### **5. System Testing and Quality Assurance**

- Experience in conducting system testing to ensure reliability, security, and functionality.



## Functional Competencies

### 1. Project Coordination

- Ability to coordinate with multiple stakeholders, including government agencies, development partners, and private sector organizations, to ensure seamless project execution.
- Skills in planning, organizing, and prioritizing tasks to meet deadlines and project goals.

### 2. Problem-Solving and Critical Thinking

- Strong analytical and problem-solving skills to identify technical challenges and develop innovative solutions.
- Ability to think critically and adapt to changing priorities or unexpected issues.

### 3. Communication and Collaboration

- Excellent written and verbal communication skills to effectively convey technical information to non-technical stakeholders.
- Capacity to foster collaboration within cross-functional teams and maintain productive relationships with stakeholders.

### 4. Knowledge Sharing and Capacity Building

- Proficiency in documenting processes, creating user manuals, and providing training to enhance the technical capacity of stakeholders.
- Ability to promote knowledge sharing and ensure stakeholders understand and utilize technical solutions effectively.

### 5. Attention to Detail and Quality Assurance

- Strong attention to detail to ensure accuracy in technical outputs, documentation, and system testing.
- Ability to maintain high-quality standards in all deliverables, ensuring reliability and efficiency.

### 6. Adaptability and Resilience

- Flexibility to adapt to dynamic project environments and evolving priorities.
- Resilience in handling challenges and ensuring project goals are achieved under tight deadlines.

### 7. Results-Oriented Approach

- Focus on achieving tangible results and aligning activities with broader program goals and objectives.
- Ability to track progress and provide detailed reports on achievements and areas for improvement.

### Deliverables and Timeframe:

The assignment will be for 11 months (Subject to the project’s validity period). Completed task under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> <li>○ Assist to detailed analysis report outlining existing systems, processes, and data.</li> <li>○ Assist to develop 5 recommendations for areas of improvement and optimization.</li> <li>○ Assist to develop 5 Functional and technical requirement documents, including:                             <ul style="list-style-type: none"> <li>▪ Use cases and user stories.</li> <li>▪ Functional specifications.</li> <li>▪ Non-functional requirements.</li> </ul> </li> <li>○ Support to detailed out system design specifications, including:                             <ul style="list-style-type: none"> <li>▪ Data models and database schema designs.</li> <li>▪ Workflow diagrams and process flowcharts.</li> <li>▪ Interface designs and mockups.</li> </ul> </li> <li>○ Support to develop progress reports on the implementation process.</li> </ul>	<p>11 months (Subject to the project’s validity period)</p>



<ul style="list-style-type: none"> <li>○ Collaboration with development teams to ensure alignment with design specifications.</li> <li>○ Test plans and test cases for unit, integration, and user acceptance testing.</li> <li>○ Test execution reports and defect tracking.</li> <li>○ Assist in developing comprehensive system documentation, including: <ul style="list-style-type: none"> <li>▪ System architecture documentation.</li> <li>▪ User manuals.</li> <li>▪ Standard operating procedures (SOPs).</li> <li>▪ Troubleshooting guides.</li> </ul> </li> <li>○ Assist to develop 5 training materials and resources, such as: <ul style="list-style-type: none"> <li>▪ Training manuals.</li> <li>▪ Presentation and infographics</li> <li>▪ Training schedules and agendas.</li> <li>▪ Hands-on training sessions and workshops.</li> </ul> </li> <li>○ Assist in developing regular reports on identified opportunities for improvement.</li> <li>○ Assist in developing recommendations for system enhancements and optimization.</li> </ul>	
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The incumbent will perform other related duties and responsibilities as and when required and assigned by the Joint Project Director. The incumbent should function as an effective team member.

Payment: The Jr. Consultant (Technology) will be paid 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.

