

TECHNICAL BACKSTOPPER IN ICT FOR “BOOST EMPLOYMENT PROJECT”, ALBANIA



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We are a leading organisation for the implementation of international development projects. We promote inclusive economic, social and ecological development to make an effective contribution towards sustainable and widespread prosperity in developing and emerging economies.

‘Boost Employment’ is one of the newest projects of Swisscontact Albania office, aiming at economic development and labour market integration of unemployed job seekers in Albania and Kosovo. The objective of this project is to enhance the labour market services, access and resources and make them more accessible to the unemployed populations. The main activity of the project is the development of digital platform and mobile applications that should work in 3 main directions to enhance the relations between job seekers and employers, by developing digital solutions of assessing, improving and matching skills, by establishing and enforcing policy and dialogue among key labour market stakeholders, by raising awareness among the mass population about the improved solutions and opportunities in Albania and Kosovo labour market.

This project will be active until December 2024 and is working with key labour market public, civil society, and private sector stakeholders by utilizing digital, innovative, and proactive solutions.

Among the main activities, the project supports a digital platform providing competence-based assessments, guided development, coaching and matching, dialogue at

policy and technical levels, implementation of Mobility Agreement between the Governments of Albania and Kosovo, and some more important activities targeting the enhancement of labour market opportunities and services.

Objectives of this project:

1-A web platform and a mobile application (used for online coaching integrated with the platform), should be developed as digital tools for bringing together in a coordinated way the service providers, policy makers and beneficiaries (job seekers). The idea for the Boost Employment platform is to provide inclusive solutions by becoming the platform of all jobseekers.

2-These digital tools should help guiding and coaching the job seekers during their employability path, through existing coaching capacities that should be available in platform.

3-Working with labour market stakeholders', service providers and groups of interest to familiarize through the program with the objectives of this project, services establish common strategies and interventions and develop capacities of certain actors in offering their

services. The web platform should specially offer coaching and training in a matching way between offer and demand.

In addition, special focus will be given to the dialogue and cooperation between the two governments in Albania and Kosovo in establishing common labour market policies and services and implement the mobility agreement that may offer unified services offered through this web platform, for the job seekers in the 2 countries.

To backstop the project activities, we are looking for a motivated technical expert with proven experience in the field of platform developments labour market digitalization.

TECHNICAL EXPERT FOR BOOST EMPLOYMENT PROJECT, ALBANIA

Contract start: July 2021
Contract duration: 6 months (20 days with possibility for extension)
Place of work: Tirana, Albania

Tasks

The expert should mobilize best practices and lessons learned from other international initiatives, in order to ensure the support, completion, synergies, facilitation of access and provision of adequate information and backstopping on existing science, technology and innovation platforms.

The Technical Expert's focus will be divided in two sections:

Section 1: Support for the design of the terms of reference to select the company that will design and develop a Web-Platform and Mobile Application for the project.

As part of this section, the technical expert should provide inputs to define requirements keeping in mind the following questions:

- Given the project objectives and the results from the feasibility study made for this project, what are the key functional requirements and roles?
- What should be the unique value proposition of the assignment that other existing platforms do not address? Why would the intended users visit the platform, and what added value do they get from using it?

- What are typical companies that could apply, and the criteria linked to the future product, for defining the best applicant?
- What are the timeframes and other details of the application?

Section 2: Support the technical design and implementation of the Web-Platform and the Mobile Application.

As part of this section, the technical expert should give recommendations on management and regular quality control of the platform, also should monitor in regular basis the design and implementation phase together with other stakeholders involved in the implementation phase.

During this phase, it should be kept in mind the following key questions:

- What are the key factors in management and governance structure to ensure success and sustainability of the online platform?
- How to ensure quality of the information / knowledge / technology and services provided by the platform?
- How to attract maximum use and participation to the online platform?
- What are the challenges in security and hosting protection that the online platform and mobile application may encounter and what are the possible solutions?
- How should the performance of the online platform be evaluated? How can we track the usage of the platform and what's the best way to generate different reports from the backend of this online platform? What are the criteria of being 'successful'?
- Any other important aspects or factors which are not included in the TOR, which may enhance the outcome and potential of the online platform.

The technical expertise shall be performed in an inclusive manner, through support and consultation with project team, experts in labour market, public institutions of Albania and Kosovo, Swisscontact staff, the private sector and NGOs.

Requirements:

- The technical expert should have Master's degree in Information and Communication Technologies or equivalent degree from a recognized institution.
- Certification in ICT Project Management, such as ITIL, PMP etc.
- At least 5 years of relevant working experience in ICT, especially with online platforms.

- Experience in labour market, skills and employment projects and/or services are considered an asset.
- Experience in working with international projects.
- Excellent communication, presentation, and speaking skills.
- Ability to work in group and deliver high quality work on schedule.
- Creative and ability to communicate ideas clearly and confidently, articulate issues and recommend practical solutions.
- Very good knowledge of English Language.

Swisscontact offers attractive working conditions in an international and multicultural context. We see our work as a joint effort in an agile organizational culture: mutual respect, trust and teamwork.

We look forward to receiving your online application with the following documents:

- CV of the expert
- Years of expertise
- Contact details
- Primary phone
- Website or blog URL (if available)
- Three references for similar services with projects in the field of skills, employment, private sector, labor market.
- Expected daily rate

All proposals must also contain the following:

- Describe your familiarity with the use of technology in the delivery of sustainable development digital projects, e.g. multilingual portals and gateways, search engines; experience conducting technical assessments.
- Provide or describe a sample of comparable work completed.
- Describe a short concept on ways to backstop this project.
- Provide resumes for the key personnel involved (if applicable), describing qualifications and experience which make him or her particularly suited for this project.
- Include relevant education, training and work experience, certifications.

The application package shall be send via email to kleidor.rustemi@swisscontact.org and milena.shehu@swisscontact.org no later than **16:00 hrs on June 30, 2021**, addressed as per this REol notice.

For further information please visit www.swisscontact.org.