Terms of Reference

MesoVet.al /Moodle Platform Support Specialist

Languages required:	Albanian
Type of contract:	Service
Duration:	9 months
Duty-station:	Tirana with frequent field visits
Expected starting date:	May 2023
Expected ending date:	February 2024
Service provider reports to:	IL3

Background

'Skills for Jobs' (S4J) is a project mandated by the Swiss Agency for Development and Cooperation (SDC) and implemented by Swisscontact Albania. It is part of the Economic Development Domain of the Swiss Cooperation Strategy for Albania (2018-2021), with specific focus on promotion of employment opportunities and skills development.

S4J was designed to address main Vocational Education and Training (VET) challenges, such as: low quality and status, insufficient financing, weak labour market orientation, and poor private sector engagement. The project addresses these challenges by focusing on ensuring systemic change, capacity development and empowerment of key actors in VET.

The project is in its second phase, S4J2, which started in May 2019 and will last until June 2023. During this phase, the project aims at supporting 10 000 students (6 360 more compared to S4J1) and 6 000 trainees (1 500 more compared to S4J1). It aims for improved access to gainful employment and income for young women and men by offering them relevant training opportunities based on new ways of inclusive learning and in cooperation with the private sector.

10 VET providers (9 vocational education schools and 1 vocational training center) in six selected regions benefit from the project, namely: the vocational 'Hamdi Bushati' school in Shkodra; the vocational 'Kolin Gjoka' school in Lezha; the electro-technical 'Gjergj Canco' school in Tirana; the Technical-Economic school in Tirana; the vocational 'Ali Myftiu' school in Elbasan; the vocational 'Salih Ceka' school in Elbasan; the vocational 'Kristo Isak' school in Berat; the Commercial school in Vlora; the industrial 'Pavarësia' school in Vlora; and the Vocational Training Centre in Vlora.

S4J2 supports partner VET providers in Albania in terms of:

1. Employers' and partners relations
S4J1 promoted a new approach to employers' relations and partners' relations through creating a network around each VET provider. VET providers assumed their role as network focal points, and under S4J2 they will strengthen this network by structuring and formalizing it, and by adding non-company partners including the organized private sector, local and national governmental actors, and parents. Furthermore,

the 1:1 approach will be further developed at the regional level by establishing regional VET platforms that shall bring together all relevant stakeholders to further develop VET in the region.

2. Diversification of VET offer

S4J2 will facilitate the development of VET offers that are labour-market oriented and gender-sensitized. Such offers will be developed in close collaboration with local and regional employers. Apart from directions, profiles or courses, the project will also support VET providers in adding other relevant elements to their offer, namely streamlining entrepreneurship and soft skills learning packages and labour market-relevant extra-curricular activities.

3. New Ways of Inclusive Learning and Quality

S4J supports VET providers in shifting towards 'doing school' the new ways, using a combination of new IT-based learning methods – including use of smartphones, tablets, internet-resources where most appropriate – in combination with up-to-date non-digitized learning. This translates into a blended learning approach that contributes to the attractiveness of VET offers and makes VET offers more accessible at the same time. Furthermore, it promotes and supports industry-led re-skilling trainings for VET teachers.

4. Work-Based Learning (WBL) in cooperation with employers

S4J project will continue to strengthen and broaden its successful WBL initiatives, supporting the partner providers to consolidate, grow and streamline the chosen WBL approach including gradual skills development schemes, internships and apprenticeship solutions. Companies will also receive the needed support – training and instruments – to provide quality intern- and apprenticeships, including in-company mentors training.

5. Provider management / organisational development (OD)

S4J will support VET providers to perform better internally, to be organized and prepared for the new functions as defined by the VET law and developed with project support in S4J1. Important elements include strategic planning, IT-based management functionalities, implementation of all seven functions attributed to the Development Units, and provider-wide and specific quality assurance and development.

Scope of work and tasks

The Skills for Jobs project is looking for a reliable and experienced specialist to assist and ensure the smooth operation of MesoVET, a Moodle-based platform used by VET providers in Albania. MesoVET is used by VET students and teachers/instructors for course delivery, communication, training, sharing and assessment.

The support we are seeking involves maintaining and improving the platform's functionality, providing technical assistance, and ensuring smooth operationand users in the daily use of the platform, regular maintenance of tools, courses, and users. The service provider will need to capactitate and remotely assist the user when needed. The support specialist will be responsible for:

A. MësoVET Configuration and Administration
- Configure, administer, and monitor MësoVET to ensure optimal platform performance, security and data privacy.
- Configure and manage user accounts, roles, permissions, and groups according to project requirements.
- Develop and maintain site policies, guidelines, and standard operating procedures for platform use and management.
- Manage and configure the integration of Moodle Workplace with other third-party systems, such as video conferencing, SCORM packages, SSO systems, etc.

- Troubleshoot and resolve technical issues related to MësoVET and other integrated systems, including user support.

B. Course and Content Development
- Develop, configure and manage online courses, learning paths and certification programs on MësoVET according to the project requirements and technical standards.
- Develop and manage learning content using multimedia tools and platforms.
- Provide guidance and training to content authors and course developers on how to develop and upload content to the platform.

C. Platform Integration and Customization
- Develop and maintain MësoVET plug-ins and customizations to enhance the platform functionality, integration and usability.
- Develop and maintain integration interfaces between MësoVET and other project systems.
- Develop and maintain custom themes, layouts, and branding for the platform.

D. Reporting and Analytics
- Configure, manage and monitor MësoVET reporting and analytics tools to provide data on user engagement, course completion, and learning outcomes.
- Develop and manage custom reports and dashboards to support project decision-making and monitoring.

E. User guides and tutorials:
- Develop user guides and tutorials for the platform
- Ensure that the user guides and tutorials are up to date and relevant
- Develop instructional videos and other multimedia content to support users

F. Technical support:
- Respond to user queries related to technical issues with the platform
- Troubleshoot and resolve technical issues in a timely manner
- Monitor and maintain the platform's functionality and performance
- Manage the platform's database, backups and updates

Deliverables:
The provider should deliver the followings:

No	Deliverables	Deliverable
1	Periodically Report on: - Technical support to users, including timely resolution of technical issues - User guides and tutorials, including multimedia content and instructional videos - Training sessions for VET school staff and students, including needs assessments and ongoing technical support - Monthly reports with matrices on uptime, user engagements and support tickets disaggregated by provider - Improvements on the platform as per user experience - Other tasks assigned - Recommendations	Periodically as per deliverables provided

Eligibility

This call is opened only for individuals.

Profile of the service provider

The support specialist must have experience in server management, training, and technical documentation development. The expert must have excellent communication skills and be able to work collaboratively with instructors and students. Experience in providing support for Moodle-based platforms and a demonstrated ability to troubleshoot technical issues related to online education systems is an asset.

Education:

- BSc degree in Computer Sciences, Engineering, or related science
- Other diploma with relevant certifications is acceptable

Experience and skills:

- At least 1 years of previews work experience as Support technician
- Similar experience in development webpages and Moodle LMS,
- Basic knowledge of SQL,
- Basic HTML skills,
- Basic CSS and Javascript
- Excellent communication skills
- Able to work remotely, flexible hours
- Able to perform trainings or presentations

Language proficiency

- Proficient in Albanian and English

SUBMISSION

The interested should send the application file within **28 April 2023**, in the address email: manjola.martiri@swisscontact.org, containing:

1. **Curriculum Vitae**
2. **Portfolio**

Please specify in the email subject the title of this Terms of References.