



EMA

Euro-Mediterran-Arabischer Länderverein
المنظمة العربية الأورومتوسطية للتعاون الإقتصادي
Euro-Mediterranean-Arab Association

Consulting, digitale Transformation (Beschäftigungsförderprojekt)

20.04.2021

EMA-Referenznummer: 2021_04_20_3

Interessenbekundung

Land: Jordanien
Abgabetermin: 24.04.2021
Finanzierung: Weltbankgruppe (IBRD)
Referenznummer: P170669; WB-P719402-04/21
Betreff: Jordan Youth, Technology, and Jobs Project; Selection of Digital Transformation Lead

Vorgesehen:

• im Rahmen des o.g. Beschäftigungsförderprojekts mit dem Ziel, digitale Einkommensmöglichkeiten zu fördern und die Digitalisierung der Behördendienstleistungen zu verbessern, wird ein Berater zur Unterstützung des Managers für die digitale Transformation gesucht; Aufgaben: u.a. Unterstützung bei der Ausarbeitung der Digitalisierungsstrategie, bei der Bereitstellung digitaler Behördendienstleistungen, Führung und Unterstützung bei der Umsetzung der digitalen Gesamtstrategie, Übernahme von Koordinierungsaufgaben zur Abstimmung mit IT-Change Board und anderen

Weitere Details entnehmen Sie bitte dem nachfolgenden Originaltext:

Ministry of Digital Economy & Entrepreneurship

Terms of Reference

Youth Technology and Jobs Project

Project Management Unit

JO-MODEE-227601-CS-INDV

Job Opening: Digital Transformation Lead



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1. About the Youth, Technology, and Jobs (YTJ) Project

The Government of Jordan (GoJ) has received financing from the International Bank for Reconstruction and Development (The World Bank) to implement the Youth, Technology, and Jobs (YTJ) project, which became effective in April 2020. The YTJ project aims to improve digitally enabled income opportunities and expand digitized government services in Jordan. The project will build an impetus for private sector-led growth of the digital economy and make interventions to address specific constraints in the supply and demand sides of the digital economy. The project duration is five years. The Ministry of Digital Economy & Entrepreneurship (MoDEE) is the implementing agency of the YTJ project.

The objective of this TOR is to identify and hire a Digital Transformation Lead for the project. The Digital Transformation Lead will support the Digital Transformation Manager with the preparation and implementation of digital transformation activities under sub-component 2.2 “support digital transformation of service delivery to citizens and businesses”, and sub-component 2.3 “Support the government commitment to advance penetration of digital payments in Jordan supporting e-payments for all applicable government services, with a focus on front-end services”.

1. Responsibilities of the Digital Transformation Lead

The Digital Transformation Lead will use the available resources to him/her to ensure preparation and implementation of the project and achievement of its individual objectives, in line with deadlines and costs listed in the project documents. The Digital Transformation Lead will report to the Digital Transformation Manager.

Specifically, the Digital Transformation Lead will have the following scope of work:

- Overall responsibility for the delivery of several technology solutions across a number of large programs and agile teams, by ensuring consistency in delivery approach through the PMO and Scrum Masters, and by developing the capacity of people.
- Participate in developing the project’s Digital Transformation strategy and implementation plan in accordance with the Project’s Operations Manual (POM) to deliver results covered under sub-components 2.2 and 2.3, and cooperate with line ministries to ensure timely and satisfactory implementation of sub-components’ activities.
- Participate in the overhaul of digital services for multi-channel delivery, including simplification, improving the online customer experience, and promoting digital service delivery.
- Provide leadership and support implementation of the overall digital strategy



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- Coordinate with the IT Change Board to respond to requests for estimation and resourcing for s which are linked to/ impact overall project objectives
- Coordinate with the E-Gov Director in managing the annual digital team's delivery calendar, budget and roadmap
- Collaborate with IT Digital Operations team to regularly monitor and review site performance against SLAs
- Develop on-going plans for the delivery of activities and Ministry strategy in coordination with the PMO Manager and Senior Scrum Master and manage allocated resources to ensure that the team delivers to committed tasks
- Lead the development of concept documents, technical requirements, terms of reference, and bidding documents required for re-engineering and digitization of public services and consolidation of shared digital platforms
- Participate in the selection process of consulting firms/individual consultants for re-engineering and digitization of public services, including, evaluation of technical proposals, assisting the project implementation unit in compiling the evaluation report, and taking part in contract negotiations.
- Oversee the implementation of re-engineering and digitization of selected public services according to agreed timeframes, budgets and quality criteria.
- Review and evaluate all deliverables submitted by consulting firms/individual consultants and ensuring consistency with signed contracts and acceptable quality.
- Review and provide feedback on existing results framework in order to ensure that baseline data is available and the impact of digitization of public services can be properly measured.
- Guide and mentor Digital Transformation staff on the proposed re-engineering and digitization methodology and its practical implementation, including how the different areas of GoJ can be coordinated and integrated to successfully deliver the reform of public services, how the interrelation and the interconnection between services on scope can influence the digitization process.
- Perform day-to-day project management activities, including, but not limited to:
 - Developing, organizing and keeping project records;
 - Estimating the resources needed to achieve project goals;
 - Maintaining overall control of the scope, schedule, tasks and deliverables;
 - Maintaining effective communication with all project stakeholders;
 - Managing project expectations with team members and other stakeholders;



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- Identifying and managing project dependencies and critical path;
- Proactively managing changes in project scope, identifying potential crises, and devising contingency plans;
- Building and developing relationships with project stakeholders, vital to the success of the project;
- Developing lessons learned, best practices and tools for project management;
- Developing, delivering, and presenting periodic progress reports to project stakeholders; and
- Assisting the PMU Director and beneficiary institutions with validation and sign-off of project deliverables.
- Perform any other task requested by the Digital Transformation Manager.

1. Eligibility and Minimum Qualifications

- Previous experience in relevant operations for a minimum of 5-7 years, including leadership/or management positions for a minimum of 3 years, with strong working experience in technology related activities, including digital payments systems.
- Proven experience in successful implementation of public service digitization reforms and e-Transformation agenda.
- Professional experience and knowledge related to payment infrastructure supporting financial interoperability, including payment systems architecture and governance, pricing, and the business models of switches, clearing systems, instant payment, and real-time gross settlement systems.
- Strong analytical knowledge of the information and communications technology (ICT) sector and its role as an engine of growth for the whole economy including familiarity and/or experience in the following areas:
 - IT, BI & Analytics.
 - Digital Transformation.
 - Strategic Planning & Analysis.
 - CRM & Relationship Building.
 - Telecommunications.



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- Program Management.
- Technology Roadmaps.
- ERP & Business Solutions.
- Business Process Reengineering and Simplification
- Project Execution.
- Change Management.
- Operational Leadership.
- E-Government and digital payments.
- Payment systems international standards and best practices.
- Financial risks surrounding the application of payment systems.
- Expertise in preparing and chairing meetings and conferences aimed at networking and ensuring co-operation between officials of the Government and other public authorities.
- Ability to work effectively with high-ranking government officials, to advise and interact with all levels of management and staff.
- Familiarity with software development lifecycle, enterprise architecture, cloud computing and SOA concepts.
- Excellent time, team, meeting and conflict management skills.
- Strong self-organization and planning skills.
- Autonomy and ability to work with minimum supervision.
- Personal qualities of integrity, credibility, and commitment to YITJ objectives.
- Strategic and integrative thinker with strong experience in interpreting a strategic vision into an operational model.
- Entrepreneurial mindset and high tolerance for risk, ambiguity and change.
- Strong critical thinking and problem-solving skills with ability to develop solutions for complex issues.



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- Excellent communication skills, written and spoken, in both Arabic & English languages.
- Proven experience in designing technology future proof solutions that are inclusive, cost efficient and has contributed to improving citizen's experience.
- Expertise in identifying and addressing risks surrounding the payment systems echo-system and introducing controls and measures to mitigate them.
- Expertise in managing cultural change across organization as well as at the national level.
- Professional experience drafting high-quality, accessible knowledge products and visualizations around technical topics.
- Regional & International experience is a plus.
- International certification in project management (PMP, PRINCE2 or equivalent) is a plus.

1. Education Requirements

University Degree in Business Administration, IT, Engineering or another relevant field.

1. Duration of Assignment

The contract period is for one year, renewable up to 5 years based on performance. The Digital Transformation Lead must diligently perform in a proper and efficient manner the duties set out within these TOR and any other task or responsibilities that may arise in relation to the proper management and delivery of the project.

1. Application

Only the most qualified and suitable candidates will be invited to interviews. Interested eligible individuals may submit their application via the following link on Akhtaboot:
<https://www.akhtaboot.com/ar/%D8%A7%D9%84%D8%A7%D8%B1%D8%AF%D9%86/%D8%B9...>

Application Deadline: Kindly submit your application by 24 April, 2021