

# MISSION NOTICE

## USAID Nairobi Complex

**NOTICE NO:** 09 – 31

**DATE:** November 4, 2009

**SUBJECT:** EMPLOYMENT OPPORTUNITY – VACANCY FOR REGIONAL INFORMATION NETWORKING & TECHNOLOGY SPECIALIST, PROGRAM DEVELOPMENT & IMPLEMENTATION (PDI) OFFICE, USAID/EAST AFRICA

**OPENING DATE:** Immediately

**CLOSING DATE:** November 18, 2009

**Office:** Program Development & Implementation (PDI)

**Title:** Regional Information Networking & Technology Specialist

**Grade:** FSN - (PSC) – 4005-12

**Who May Apply:** Current USG Foreign Service Nationals (FSNs) of U.S. missions (Embassy and USG Agencies)

**Employees currently on probation are ineligible to apply.**

**BASIC FUNCTION OF THE POSITION:**

The Regional Information Technology & Networking Specialist will be assigned to the Program Development and Implementation (PDI) Office in USAID/East Africa. USAID/EA has three mandates: 1) regional programs; 2) management of programming in limited presence countries (LPCs); and 3) services to 11 bilateral USAID missions. PDI is responsible for program budget, operations, implementation and support; services administration, coordination and reporting; as well as information and outreach functions for USAID/EA and LPCs. The incumbent will work with PDI's Communication and Information Division, which is responsible for internal information management, reporting, communication and coordination within USAID and other USG offices and outreach to public audiences. The Division's staff includes a Development Outreach and Communications (DOC) specialist, a Communications Assistant, and, periodically, a Student Intern. The Division's staff is responsible for updating and maintaining USAID/EA's public website, newsletter, briefing materials, photo-library, intranet page, and reports and other information resources. The Specialist will also provide technical advice to limited presence countries and to bilateral USAID missions in the region to enhance their development program activities through information and communication technology (ICT). ICT is considered a "cross-cutting" technical area contributing to improved communication and information management functioning and processes within the Mission and to enhanced development activities and results in regional, LPC, and bilateral programs. The incumbent will work very closely with the DOC Specialist in developing a knowledge management platform for the Mission and the region, and helping to bring the necessary technologies to USAID staff throughout the region.

The primary purpose of this position is: 1) to provide technical solutions and enhancements to USAID/EA's information and outreach functions that help ensure efficient information management and accessible tools for information storage, retrieval and distribution; and 2) to provide ICT advisory services to USAID/EA's regional programs, limited presence countries/non-presence countries, and EA client missions that enhance programmatic impacts through the use of information and communication technologies.

### **MAJOR DUTIES AND RESPONSIBILITY AND % OF TIME SPENT:**

#### **a. Enhance USAID/East Africa's Information Management & Communication Technology Functions (35%):**

The incumbent will contribute to the efficiency of USAID/EA's information management and outreach functions through the provision, advice and technical support for improved, expanded and cost-effective utilization and application of information and communication technologies. In this role, the incumbent will:

1. Advise USAID/EA's DOC Specialist and Webmaster on technical issues pertaining to the design and functioning of the Mission's external website, intranet, photo library, PowerPoint, global information system (GIS), management information system (MIS), archiving, and database applications to promote improved electronic information storage, access, and sharing/distribution.
2. Help enhance USAID/EA's services administration by advising on the scheduling, racking, analysis, and reporting system (STARS) database enhancements, providing technical support and making recommendations for application of other suitable ICT tools such as travel management, electronic scheduling and calendars, and other automated information-gathering software and systems.
3. Contribute to expanded use and broader application of appropriate information and communication technologies to enhance communication and information management throughout the Mission, through the I-team, in conjunction with the Executive Office/Information Systems Division (EXO/ISD) and/or taking leadership of projects and ICT initiatives that enhance information functions of the Mission or individual offices. This may involve supervision of contractor for training or system support.
4. Working closely with the DOC Specialist, identify USAID staff information needs that can be met through ICT applications and the easiest ways to begin to use those applications to meet the needs, and finally coach staff to change working methods to incorporate these new uses.
5. Offer advice and recommendations on teleconferencing, networking and other new communication technologies that could strengthen USAID/EA's coordination, communication and interaction with USAID missions in the region, other USG agencies, implementing partners, regional institutions, and other development partners.
6. Serve as liaison with the Executive Office (EXO) and Information Resource Management (IRM)/USAID/Washington, when necessary, on matters pertaining to the procurement, adoption, and adaptation of new technologies and software applications, for instance on security and system capacity-related matters.

**b. Contribute to Improved Design and Impact of USAID/EA's Regional and Limited Presence Country Programs through Integration of ICTs for Development (35%):**

1. Serving as a member of USAID/EA's Cross-Cutting Project Development Team, participate in new activity concept reviews to proactively identify appropriate opportunities and make recommendations for the integration of ICTs and improved information capacity to enhance sustainable results.
2. Serve on new activity design teams, as requested or assigned, advising on all aspects of ICT integration and improved information capacity to enhance sustainable results.
3. Coordinate and liaise with USAID/Washington, institutional partners, other USG and development partners on matters pertaining to ICT programming in the region.
4. Working closely with the DOC Specialist, help USAID staff identify opportunities for knowledge sharing, coordinate their participation, assist staff in using new technology for specific work-related activities, champion new work methods that emphasize knowledge sharing, and aid early adopters of new approaches to share experience widely. Help staff learn how to use the infrastructure to improve development activities and reduce the amount of time spent hunting through documents for best practices and lessons learned by connecting directly with knowledgeable data sources or colleagues.
5. Provide advice and technical services to USAID/EA's regional institutional partners on ICT matters, as requested or assigned. This may involve recommendations on, or assistance with, oversight of technical contracts or equipment purchase.
6. Function as USAID/EA's expert on matters pertaining to ICT for development, including telecommunications policy, internet and intranet development, radio, e-government and e-commerce applications, MIS, GIS, as well as on low-tech opportunities for information access and networking, encompassing occasional representational responsibilities through participation at events and workshops.
7. Contribute to sector assessments and activity evaluations, providing appraisal of ICT opportunities, challenges and applications in regional and limited presence country context, including advising on issues related policy, enabling environment, and infrastructure as well as information access, low-tech solutions and technological considerations.
8. Participate in other reviews, appraisals, presentations and working groups or committees, as requested.

**c. Offer State-of-the-Art Advisory Services to USAID/EA Client Missions on the Design and Application of ICTs for Development (30%):**

1. Respond to service requests from USAID/EA client missions in the region by providing virtual and TDY support and advice on ICTs for development and other information technology needs, sharing the knowledge from each temporary duty (TDY) with other missions. Coordinate a community of practice on ICT for development to include all interested missions in the region.
2. Facilitate and help coordinate the Bureau for Africa, Office of Sustainable Development (AFR/SD) and the Bureau for Economic Growth, Agriculture and Trade (EGAT), USAID/Washington communications in the region regarding centrally-funded initiatives, opportunities, and Washington information requests.

3. At the country and local level, contribute to assessments and activity designs by providing advice and recommendations to promote appropriate ICT usage, contributing to USAID's investments in transformational development in the EA region.
4. Serve as USAID/EA's regional expert informant on ICTs for development in the region by keeping abreast of global technology development, relevant East African experts and institutions, and national-level ICT policy. This would include tracking the development and implementation of such policies and advising USAID missions of the implications in terms of promotion, utilization, and access of new technologies.
5. Working closely with the public-private alliance/global development alliance specialist in PDI, collaborate on the creation of alliances which make use of ICT to promote development in all sectors.
6. Coordinate and liaise with contacts in USAID missions in the region on matters related to ICTs for development.

**REQUIRED QUALIFICATIONS:**

*Any application that does not meet the minimum requirements stated below will not be evaluated. Only short listed applicants will be contacted. If you have not been contacted within one month from the closing date of this advertisement, please consider your application unsuccessful.*

- a. Education:** A Master's degree in computer science, information technology, management information systems, or closely related technological discipline, including specialized training in specific applications or programming languages is required.
- b. Prior Work Experience:** At least five years of progressively responsible work experience, which must include at least four years work in technology systems design, applications or operations and at least one year of project planning, design, management or evaluation, preferably in a development context. (40%)
- c. Post Entry Training (i.e., training received after incumbent is hired):** None required. Job-related training required in line with changing technological advancements and project development, as available.
- d. Language Proficiency:** Level IV (fluent) ability is required in written and spoken English. Fluency in Kiswahili is also required.
- e. Knowledge:** Proficient in information and communication technologies and applications, including Microsoft operating systems, web development, networking and communications, and familiarity with ICT programming and operational systems. Familiarity with radio, GIS and MIS, as well as telecommunications policy issues in Eastern Africa is highly desirable. Broad understanding of development challenges in the Eastern Africa region. Practical knowledge of project design principles. (30%)
- f. Skills and Abilities:** Analytical, problem-solving skills including capacity to analyze ICT-related issues, such as hardware and software configurations, radio and communication networks, and relevant policy and implementation issues. Ability to render advice and communicate recommendations on complex technical issues in an understandable fashion in writing or verbally. Ability to provide advice on program and project design to technical and senior managers. Skills in developing and maintaining an extensive network of professional contacts within USAID and outside, including host governments, donor agencies and development partners, professional associations and private sector. Team skills to operate efficiently and effectively in multi-cultural

organization. Ability to work independently as a member of a team or leading a team effort in order to meet deadlines. (30%)

### **POSITION ELEMENTS:**

**a. Supervision Received:** Formal supervision from the Supervisory Program Officer/PDI Office Director, but may also complete special projects for and with the Development Outreach and Communications Specialist, the Program Office Deputy/PDO on new activity designs, and with LPC and other Mission staff. Serving LPCs and other USAID missions, the incumbent will have a specified scope of work and will work independently to complete those requirements. Within that framework, the incumbent will function with a large degree of latitude and independence.

**b. Available Guidelines:** The USAID Automated Directive System (ADS); Project Officers guide book; evaluation handbook; the Federal Acquisitions Regulations handbook; Mission orders; Host government policies and established administrative procedures and regulations are all standard operating guidelines in USAID missions. In addition the Information Technology and Networking Specialist will be familiar with pertinent technical and security guidelines and regulations from IRM/AIDW.

**c. Exercise of Judgment:** The incumbent exercises substantial independent judgment and is given considerable latitude in planning, analyzing, advising, and TDY assignment. He/she will largely work as a member of a team on activity designs, monitoring and evaluation, and may lead special project teams within USAID/EA.

**d. Authority to Make Commitments:** Because the position is procured through a personal services contract (PSC), the incumbent cannot make financial commitments on behalf of the U.S. Government.

**e. Nature, Level and Purpose of Contacts:** Contacts include mid- to upper-level professionals within and outside USAID on technical, policy and development programming matters, information gathering, consultation and coordination. Professional contacts are within USAID and outside, including host governments, donor agencies and development partners, professional associations and private sector representatives.

**f. Supervision Exercised:** Exercise no administrative supervision, but provides technical and programmatic recommendations to PDI's Communication and Information Division, activity design teams in USAID/EA, LPCs and bilateral missions. May supervise private contractors on technical projects or for training purposes. May also offer guidance through informational sessions to USAID staff on ICT applications.

**g. Time Required to Perform Full Range of Duties after Entry into the Position:** One year.

### **NOTE:**

**Current USG employees must meet the "time-in-grade" requirement of 52 weeks in the previous lower grade to qualify for the position at the level in this vacancy announcement or be at the same grade for which the position is being recruited. Applicants who meet the job qualification requirements but not the "time-in-grade" requirement may be considered for the position but will have to abide by the in-grade requirement prior to being considered for the next higher grade. In addition the employee must have received a Personnel Evaluation Report (PER) during the most recent rating period which clearly indicated the employee is ready and capable of assuming a more responsible position.**

**HOW TO APPLY**

Current USG employees should submit a memo explaining their qualifications against our requirements, updated resume/curriculum vitae, copies of all relevant academic certificates, and the most recent Performance Evaluation Report (PER) to the Human Resources Office stating their interest.

**ALL APPLICATIONS MUST REACH THE USAID HR OFFICE BY COB NOVEMBER 18, 2009.**

USAID Human Resources Office, Ground Floor, P.O. Box 629, Village Market 00621, Nairobi  
Re: Regional Information Networking Technology Specialist, PDI/USAID/East Africa