

**DEPARTMENT OF SCHOOL EDUCATION
GOVERNMENT OF PUNJAB**

**The Project Management Unit (PMU) of the World Bank financed
Punjab Outcomes-Acceleration in School Education (POISE)**

Terms of Reference for hiring
IT Software Acquisition and Implementation Expert

1. Basic Details:

- Duty Station: Mohali, Department of School Education (DoSE), Mohali, Punjab.
- Language Required: English, Hindi. Punjabi preferred.
- Date of Commencement: To be notified at the time of selection.
- Duration of Contract: Three years (renewable subject to satisfactory performance and/or validity of the project).

2. Background:

The Government of Punjab (GoP) has prioritized education as a key area for development with an aim to build an inclusive and quality education system for all. There are more than 2.5 million students enrolled in more than 19,000 government schools. The Department of School Education (DoSE), GoP, is preparing the Punjab Outcomes-Acceleration in School Education (POISE) operation to be implemented with assistance from the World Bank, with a Program-for-Results (PforR) financing instrument. The program is a subset of the government program for school education in Punjab Vision 2047. The Program Development Objective (PDO) is to improve the school education outcomes and strengthen the school education system management in Punjab.

The program has four results areas:

Result area 1: Improved foundational learning skills at pre-primary and primary levels.

Result area 2: Improved teacher effectiveness.

Result area 3: Improved school-to-higher education and work transition.

Result area 4: Decentralized and user-centric system of school management.

The DoSE intends to hire an IT Software Acquisition and Implementation Expert to provide essential technical guidance and support for enhancing various aspects of educational administration and operations. The expert will play a pivotal role in offering technical assistance to administrative and operational reforms, ensuring a thorough review of the current system analysis. S/he will also offer recommendations for

enhancing organizational processes and technology. This includes tasks such as process mapping, technology assessment, financial feasibility studies, and capacity building. S/he will also be providing project management support for the end-to-end implementation of technology reforms. Moreover, s/he will offer operational assistance for reviewing and monitoring the development of the state's Management Information System (MIS) and provide necessary inputs. The expert will devise mechanisms to track the progress of IT/e-Governance projects across the DoSE, GoP, ensuring compliance with required procedures and stakeholder approvals.

3. Objectives and Scope:

The overall objective of the IT Unit is to provide strategic technical assistance and support for enhancing educational administration and operations within the Department of School Education, Government of Punjab. The IT Software Acquisition and Implementation Expert will be assisting the Project Director for the following tasks:

- Drafting of TORs and technical specifications, including necessary hardware, for external vendors as well as additional manpower required for the implementation of the operation
- hands-on support to all relevant stakeholders to ensure the functioning of software systems used/installed.
- Mapping of all software currently being used including their relevance, efficiency, and cost, and making proposals for optimization of the use of software.
- Undertake relevant assessments using relevant standards and/or frameworks to inform the design of IT/E-Governance projects.
- Monitor industry evolution and innovations as well as trends in the use of e-governance at the central level and in other states and make recommendations on updates relevant to Punjab.
- Provide technical assistance in administrative and operational reforms and with due review of the current state of system analysis; and provide recommendations on areas of improvements in the organizational processes and technology.
- Provide strategic recommendations for various e-Governance projects undertaken by the DoSE, GoP including process mapping, technology assessment, financial feasibility study, capacity building, process re-engineering, and designing of to-be processes and systems.
- Review of technical design of IT systems and operational guidelines and provide project management support for supervision of end-to-end implementation of technology reforms.

- Provide operational support for review and monitoring of the development of the state's MIS system and provide necessary inputs.
- Develop a mechanism to track the progress of the IT / e-Governance projects across DoSE, and GoP through required procedures and stakeholder approvals.
- Provide strategic recommendations and directions to implementation planning, and support DoSE, GoP to seek stakeholder approvals to carry out inter-department stakeholder coordination, as appropriate, for implementation of technology-related reforms in DoSE, GoP.
- Develop a detailed design of new processes, structure, and operational guidelines for effective monitoring of the organization-related procedures, documents, and activities.
- Provide operational support in undertaking a review of IT project pre-feasibility studies, application design and technical appraisal, field data analysis, and reporting.
- Facilitate stakeholder interactions and support with due inputs the convergence meetings for the technology-related interventions and reforms.
- Support in conducting training-needs assessment for implementation of process changes and mainstream the adaptation of technology interventions / MIS platform across DoSE, GoP.
- Prepare and submit periodic status reports of all ongoing IT / e-Governance projects, and related issues to the Project Director.
- Advise concerned officials of the DoSE on the adoption and implementation of various IT/e-Governance Tools.
- Liaise with related personnel to analyze and define the user requirements/ division requirements of IT/e-Governance Solutions and develop the proposals as required.
- Liaise with the World Bank team, other project implementation team members, line departments, educational institutions, training providers, and other stakeholders to establish necessary project coordination and accomplish operational requirements for day-to-day tasks.
- Participate in and/or organize relevant seminars, workshops, consultations, etc. as and when required; review the capacity-building requirements of the concerned staff on a regular basis.
- Any other relevant task assigned by the Project Director from time to time.

4. Reporting and Coordination

The IT Software Acquisition and Implementation Expert will report to the Project Director and work under his/her direct supervision on a day-to-day basis.

5. Educational Qualifications and Experience:

This position requires dynamic, experienced, and analytical professionals with demonstrated experience in managing work with programmatic interventions related to improving school education outcomes. The following are the minimum requirements for applying for this position:

Mandatory:

- B.E. / B.Tech. with specialization in Computer Science / Information Technology or MCA or Masters in Science with specialization in Software Engineering / Computer Science / Information Technology.
- Minimum 10 years of professional experience relevant to the position.

The following qualifications and experiences over and above mandatory criteria will be provided extra marks:

- Ability to read, write, and speak in Punjabi.
- Experience of working with the government.
- Additional relevant professional experience above the required mandatory criteria.
- Experience in designing and implementing high-performing and scalable technology solutions.
- Certifications relevant to Project Management, SDLC, or similar.

6. Skills Required:

- Skills in project management and IT/e-Government Project design and implementation.
- Capability to use technology tools required for the implementation of the IT/e-Government Projects.
- Updated computer skills in MS Office: Word, Excel, and PPT and capability to use IT-based tools for data collection and data analysis.
- Strong analytical and conceptual skills.
- Ability to collaborate, work in teams, and liaise well with others.
- Outstanding interpersonal skills: ability to work efficiently and effectively across sectors and teams to ensure the Project outcomes/deliverables.
- Ability to work efficiently and effectively with a multidisciplinary team.
- Ability to engage with a wide range of relevant stakeholders.
- Excellent writing and presentation skills and ability to make presentations in Punjabi, Hindi, and English.
- Experience in using common quantitative and qualitative data collection tools.

- Exceptional interpersonal and leadership skills to manage diverse stakeholders and lead clients in the public sector.

7. Remuneration:

The remuneration for the incumbent would be commensurate with respect to the qualifications and experience. Travel/other expenses if any will be paid as per policy guidelines. The IT Software Acquisition and Implementation Expert will be located at the DoSE office in Mohali, Punjab during the contracted period. The position may require some travel including to district/blocks and local levels within the state of Punjab, as per project requirements.

8. Application Procedure:

For standardisation purposes, candidates will fill in the required information only in the blank MS Word document which will be provided on the website ssapunjab.org. After filling in the required details, the candidate will print the form, sign it, scan it, and convert it into a PDF document. In addition to this, the candidate will share their updated CV. The final document, along with the CV, should be emailed to hr.poise@punjab.gov.in.

No Physical applications will be entertained.

Candidates who meet the above criteria will be shortlisted and invited for a personal interview.