

Technical Support Officer

CONTEXT

USAID's Tunisia Accountability, Decentralization and Effective Municipalities (TADAEEEM) is a project that aims to support the process of decentralization through improving political legitimacy of local authorities in Tunisia. TADAEEEM works to foster citizens participation in improving delivery of public services. TADAEEEM supports 33 municipalities in 12 governorates through 5 regional hubs located in Kairouan, Kef, Gabes, Tozeur and Ariana supported from the headquarters in Tunis.

OBJECTIVES

The Technical Support Officer shall provide responsive and proactive support to the Technical Support Senior Manager and the Tunis Office Municipal Sector Coordinators to ensure their access to information and tools necessary for providing timely support to the regional hubs and municipalities.

The Technical Support Officer will be based at the TADAEEEM Tunis office as part of the Technical Support Unit of the Technical Department. He or she will work closely and coordinate with the TS Senior Manager on a daily basis as well as other members of the unit.

SCOPE OF WORK

The Technical Support Officer shall perform the following scope of work:

1. Provide direct support to the Technical Support Senior Manager on daily activities as they arise
2. Develop management and support tools for the project as needed.
3. Maintain a close working relationship with the Tunis Office Sector Coordinators and ensure readiness to respond to requests for technical support and access to information;
4. Proactively maintain and continuously update TADAEEEM's tools and procedures for the management of external consultants/experts.
 - a. Periodically update the Tracking Tool as experts are added/removed
 - b. Proactively coordinate with the Procurement Office to include contractual updates in the Tracking Tool
 - c. Assist with the implementation of the Tracking Tool within the TADAEEEM Sharepoint/Microsoft Teams
 - d. Maintain a close working relationship with the IT department to further automate the Task Order issuance process
5. Provide accurate visibility on the availability and status of experts from TADAEEEM's subcontractors (COMETE, DTT or others) or those directly contracted by TADAEEEM and report irregularities in the allocation of their time to the Technical Support Senior Manager based on feedback from Sector Coordinators;
6. Regularly review the experts' Task Orders and promote the required level of quality and pace of delivery.

DELIVERABLES

The Technical Support Officer will be expected to deliver the following outputs:

1. Immediate updates (data entries) to the expert tracking tool as experts are mobilized by the Sector Coordinators
2. Bi-weekly assessment and report of expert deliverables (delivery quality and timing) to the Technical Support Senior Manager

3. Management and support tools as requested by the Technical Support Senior Manager.
4. Other tasks requested by the Technical Support Senior Manager.

REPORTING

The Technical Support Officer shall report directly to the Senior Manager of the Technical Support Unit. S/he shall work closely with other program coordinators within the Technical Support Unit as well as the National Interface Unit, the Monitoring & Evaluation Unit, and the IT Department.

PLACE OF PERFORMANCE

The Technical Support Officer shall be based at the Tunis Office with travels to the regional offices and TADAEEEM municipalities as and when needed.