Program Coordinator – Information Systems

Background

Tunisia Accountability, Decentralization and Effective Municipalities (TADAEEM) is a USAID program implemented by Deloitte Consulting, which aims to help the Government of Tunisia decentralize governance to the institutions closest to its citizenry and continue to strengthen its nascent democracy. Deloitte, alongside a team of partners, will work to enhance citizen participation in the process of governance as well as the government's capacity to deliver the services that citizens prioritize. The project works in 12 governorates, 33 adjacent municipalities, and with the central government in Tunis to ultimately strengthen the ecosystem of stakeholders and institutions across the country.

As part of this project, TADAEEM has initiated a project to simplify and digitize the national construction permit process in order to improve the construction permit service, ensure transparency and efficient operations. The Information System Coordinator will be responsible for coordinating with government stakeholders and third-party technology providers and managing the development and implementation process as well as the roll out of the platform to select municipalities.

Job Summary

The Program Coordinator - Information System will monitor the engagement to ensure that it meets the scope, timetable, budget and quality, through planning, monitoring and managing the platform provider. The position will be based in Tunis.

Specific Tasks

- Work closely with the platform vendor to monitor and report on progress during the design and development phase.
- Manage all applicable project governance documents (project schedule, charter, statement of work, test strategy, test plan, risk plans etc.);
- Lead meetings to report on and present project progress to senior management and clients;
- Coordinate regularly with the Ministry, TADAEEM and third-party provider.
- Lead technical sessions that discuss and trouble shoot the IT architecture component of the projects;
- Monitor the training and development of team associates who will manage the client application once it moves into production;
- Main point of contact for our clients and any other outside contacts;
- Work with various internal and external teams to ensure the project is delivered on time, on budget, and within scope, while adhering to USAID/Deloitte policies, procedures and quality standards;
- Facilitate and manage all activities within the entire project life cycle to ensure the project is running smoothly with minimal disruptions;
- Develop contingency plans, troubleshoot issues, mitigate risk, innovate, find alternative paths to project success, and ensure all key stakeholders are aware of any changes taking place;
- Collaborate with staff across the organization to successfully deliver business requirements and shared business value;
- Proactively seek out, identify, and resolve gaps and understand impact that may result in misalignment and inaccurate project expectations.

Qualifications

- 7+ years of relevant work experience in managing projects involving electronic data and application development
- Engineering degree or higher in Management Information Systems, Computer Science or related area of study
- Possesses an understanding, at a detailed level, of architectural dependencies of technologies in use in IT environment
- Advanced skills in project management, communication, analysis, presentation and problem-solving
- Experience in Agile software development with expertise in Scrum methodology and practices with enterprise-level application development projects

- Scrum Master / Agile certification preferred
- PMP Certification preferred
- High level of expertise in Microsoft Office Excel, Word and Outlook
- Ability to multitask, good team player, proactive and able to work under minimal supervision
- Strong French, Arabic and English communication skills (verbal and written)

Reporting Relationship

The position will report to the Senior Manager – Technical Support.