



Ministry of Digital Economy & Entrepreneurship
Terms of Reference
Youth Technology and Jobs Project
Project Management Unit

Job Opening: Digital Transformation Manager

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

The Government of Jordan (GoJ) will receive financing from the World Bank to implement the Youth, Technology, and Jobs (YTJ) project, which is expected to become effective in April 2020. The Ministry of Digital Economy & Entrepreneurship (MoDEE) is the implementing agency of the YTJ project, which aims to improve digitally enabled income opportunities and expand digitized government services in Jordan. The YTJ 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 economy. The project duration is five years.

The project components are:

Component 1 – Support the supply of digital skills in Jordan

- **Sub-component 1.1: Support private sector-led digital skills development.** Support the establishment of the National Skills Council for Information and Communication Technology (NSC-ICT), as an independent (financially and administratively) legal entity, with a majority private sector board membership and representation from key public sector stakeholders, and with the mandate to: (a) conduct demand and supply side assessments; (b) establish national occupational standards; (c) qualify training service providers; (d) select and contract training service providers; (e) create, accredit, and disseminate on-line training materials; (f) conduct national awareness activities; (g) engage in monitoring and evaluation; and (h) establish comprehensive customer relationship management (CRM) system for the beneficiaries. The activities of the NSC-ICT will be coordinated with and, when required by vocational training law and regulations, approved by the Vocational and Technical Skills Development Corporation.
- **Sub-component 1.2: Enhance digital skills competencies for public school students.** Introduce quality technology courses in public classrooms G7-12. The activities under this sub-component will aim to identify gaps in the existing information technology courses in schools, develop context-relevant technology learning assets, train teachers on the new courses and roll-out in a systematic way across public classrooms.
- **Sub-component 1.3: Provide working spaces in underserved communities through Tech Hubs.** Support upgrading and equipping three to five technology hubs (Tech Hubs) as “for fee” venues

for skilling programs, networking, and co-working spaces for trainers, entrepreneurs, freelancers, Civil Society Organizations (CSOs), and Business Process Outsourcing (BPO) businesses in nearby communities.

Component 2 – Support the expansion of digital sector and digital government services in Jordan

- **Sub-component 2.1: Support the expansion and access to market for digital firms¹ and digital platforms.** Provide incentive packages to support the growth plans of digital firms in underserved communities to help build and scale their activities and generate local job opportunities. Provide access to income opportunities in various tech and non-tech economic activities for individuals in the gig economy. The project will seek to increase the adoption of platforms by supporting CSOs in training individuals to access and offer their services on digital platforms and by conducting market outreach and awareness building, with a focus on underserved communities.
- **Sub-component 2.2: Support digital transformation of service delivery to citizens and businesses.** Support activities designed to improve access to and quality of selected e-government services. In addition to improving quality and cost efficiency of service, the government’s commitment to adopt a private sector-based delivery model for government e-services is expected to create business opportunities for local digital firms, which will provide an impetus for employment growth in the digital sector.
- **Sub-component 2.3: Support digitization of payments.** 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.

Component 3 - Project management & implementation support. MoDEE will establish a Project Management Unit (PMU) at the MoDEE, which will include focal points for the Ministry of Labor and the Ministry of Education. The PMU (within MoDEE) will have the overall fiduciary responsibility for project implementation and ensuring activities are executed in accordance with the Project Operations Manual (POM).

The objective of this TOR is to identify and hire the **Digital transformation Manager** of the project.

II. Responsibilities of the Digital Transformation Manager

The Digital Transformation Manager is tasked 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”. The Digital Transformation Manager will be responsible for planning, managing and coordinating activities under sub-components 2.2 and 2.3.

The Digital Transformation Manager will take the measures available to him/her to ensure preparation and implementation of the project and achievement of its individual objectives, in compliance with

¹ Digital firms in this context refers to technology or technology-enabled companies, organized or incorporated in Jordan, that work on the: (a) development of information technology products or services, and/or (b) provision of IT or IT-enabled business processes for third parties – also known as IT outsourcing and business process outsourcing.

deadlines and costs listed in the project documents. The Digital Transformation Manager will report to the PMU Director.

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

- Develop the project’s Digital Transformation strategy and implementation plan in accordance with the 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 selection of service delivery team leader as well as digital payments team leader.
- Lead the development of concepts, 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.
- Manage 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;
 - 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.
- Lead the necessary marketing, outreach, training, capacity building, and support events and activities relevant to the success of the sub-components.
- Report to the PMU director on a regular basis in accordance with the guidelines on reporting under the sections of financial management, safeguards (ESMF), procurement, and project Monitoring & Evaluation, and formulate policies and planning recommendations.
- Perform any other task requested by the PMU Director.

III. Eligibility and Minimum Qualifications

- Significant prior experience in relevant operations for a minimum of 8 years, including senior leadership and/or management positions for 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.
 - Business Intelligence.
 - Telecommunications.
 - Program Management.
 - Technology Roadmaps.
 - ERP & Business Solutions.
 - Project Execution.
 - Change Management.
 - Operations 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 YPJ 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.
- 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 ecosystem 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.

IV. Education Requirements

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

V. Duration of Assignment

The contract period is for one year, renewable up to 5 years. The Digital Transformation Manager 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.

VI. Application

Only the most qualified and suitable candidates will be invited to interviews. Interested eligible individuals may submit their **cover letter** and **resume** via email to wb.jobs@modee.gov.jo

Please include the name of the position in the subject of the email.

Deadline: Kindly Submit before 11:59 PM on 30 March 2020