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TECHNICAL CONSULTANT

Parent Sector : Education Sector (ED)
Duty Station: Yangon
Job Family: Computer Sciences / Information Technologies
Type of contract : Non Staff
Duration of contract : From 7 to 11 months
Recruitment open to : External candidates
Application Deadline (Midnight Duty Station Time) : 07-MAY-2025

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

1. Background:

UNESCO is actively involved in the Global Partnership for Education- Education Sector Program Implementation Grant (GPE-ESPIG) program. The primary objective of the GPE-ESPIG program is to ensure that the most marginalized children, including those who are out-of-school or at risk of dropping out, gain access to quality learning opportunities. These opportunities are crucial for them to acquire relevant skills, build resilience, continue their education, and enhance their overall well-being. The GPE-ESPIG program consists of three key components:

- **Access**: The program focuses on facilitating safe and equitable access to learning for children and youth in Myanmar.
- **Quality**: The program aims to ensure quality teaching and learning experiences for children and youth in Myanmar. This involves strengthening the capacities of education

personnel and fostering context-responsive, equity-focused learning resources and modalities that adapt to the evolving situation.

- **System Strengthening**: The program places emphasis on strengthening systems, management, coordination, and monitoring related to education in Myanmar.

As one of the Grant Agents (GAs) for this initiative, UNESCO, in collaboration with other national and international partners, will collectively work to ensure that children and youth in Myanmar re-engage in quality and safe online learning and have access to necessary support through digital platforms.

To support the implementation of the GPE-ESPIG program in Myanmar, UNESCO is currently seeking a qualified national consultant based in Yangon. The selected technical consultant will be responsible for providing technical advice for the development of the school data collection and support system (SDCSS), Myanmar Youth Platform and Myanmar Teacher Platform. The role entails offering technical review and suggestions in the design, implementation, and production phases of LMS and ClassMap App development, as well as providing technical inputs on new initiatives and overseeing the progress of development, improvement, and maintenance of MTP. The candidate will also play a vital role in developing and executing high-quality, innovative digital platforms under the ESPIG program.

2. Work Assignment:

The Individual consultant shall perform the tasks under the overall authority of the Director of UNESCO Regional Office in Bangkok, the direct supervision of the Head of UNESCO Yangon Project Office, and in close collaboration with UNESCO Myanmar Education unit. The Individual Consultant's responsibilities include the following:

2.1. Research, Innovation, and Strategic Advisory

- Conduct research on emerging technologies and industry trends to enhance MTP, MYP, and ClassMap.
- Collect the users' feedbacks on system performance and platform development quarterly and Identify and propose new features including improvements.
- Provide regular strategic technical recommendations and develop the necessary action plans for platform development
- Advise on system architecture, security measures, and development best practices.

2.2. Performance Optimization and Scalability

- Optimize LMS and ClassMap performance by identifying and addressing inefficiencies.
- Conduct scalability testing to ensure system stability under increasing loads.
- Apply performance enhancement strategies such as load balancing and database optimization.
- Monitor system performance metrics and conduct periodic audits for continuous improvement.

2.3. Security Assessment and Quality Assurance

- Provide security assessments to identify and mitigate vulnerabilities of ClassMap, MYP, and MTP quarterly.
- Implement security protocols to protect sensitive data and ensure compliance with best practices.
- Conduct/manage code reviews to maintain high coding standards, scalability, and maintainability.
- Oversee quality assurance testing to detect and resolve bugs and performance issues.

2.4. Project Monitoring and Risk Management

- Implement project tracking tools to monitor progress and ensure alignment with objectives.
- Identify project variances, assess impact, and take corrective actions.
- Maintain an up-to-date risk register with mitigation strategies.
- Oversee quality assurance processes to ensure software meets functional and non-functional requirements.

2.5. Technical Support and Troubleshooting

- Manage a ticketing system to track and resolve technical issues efficiently.
- Establish emergency protocols for critical system failures.
- Coordinate with developers and IT teams to promptly address bugs and system disruptions.
- Document technical issues and solutions for future reference.

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2.6. Documentation and Knowledge Sharing

- Develop comprehensive technical reports, release notes, and feature recommendations.
- Document research findings and present them to stakeholders.
- Conduct knowledge transfer sessions on platform architecture, implementation, and maintenance.

2.7. Facilitation, Reporting, and Stakeholder Engagement

- Facilitate meetings with HQ Digital Business Solutions team, developers, and stakeholders.
- Lead orientation and feedback sessions for ClassMap rollout.
- Draft and translate project documents (e.g., concept notes) from English to Myanmar.
- Generate and analyze LMS reports on user activity, compliance, and performance.
- Provide technical input on MTP release notes and reports.
- Support additional tasks assigned by UNESCO Myanmar in alignment with project objectives.

3. Deliverables and Timeline:

All deliverables must be submitted with original, editable files, as well as high-resolution versions of final products (if applicable) to UNESCO. The assigned tasks must be submitted by the following deadlines.

a)   Submit the work plan and strategy for the technical improvements of ClassMap, MYP, and MTP by 30th June 2025.

b)   Submit a list of proposed development features for ClassMap, MYP, and MTP by 30th June 2025.

c)   Conduct an initial technical review of existing systems and submit a preliminary report on key areas for improvement by 30th June 2025.

d)   Submit a progress report on system performance optimization, including scalability testing, security assessment, and vulnerability testing with technical recommendations by 31st July 2025.

e)   Submit a technical review report covering code quality, software architecture, and system security for ClassMap, MYP, and MTP by 31st July 2025

f)   Submit a summary report on discussions with software development companies regarding the maintenance and improvement schedule for ClassMap by 31st August 2025.

g)   Provide security assessments to identify and mitigate vulnerabilities of ClassMap, MYP, and MTP   by 31st August 2025.

h)   Submit the risk register, including risk mitigation strategies for ClassMap, MYP, and MTP by 30th September 2025.

i)   Submit a review of the project management tool, ensuring alignment with technical and operational requirements by 30th September 2025.

j)   Submit feedback on code review reports and propose enhancements to improve software quality and security including technical suggestions for ClassMap, MYP and MTP by 31st October 2025.

k)   Submit a list of potential software development companies, including a comparative analysis for ClassMap, MYP, and MTP by 30th November 2025.

l)   Submit the Terms of Reference (TORs) for maintenance, improvement, and further development of ClassMap, MYP, and MTP by 30th November 2025.

m)   Submit the finalized list of new features to be developed for ClassMap, MYP, and MTP in the upcoming year by 31st December 2025.

n)   Provide recommendations on software frameworks and technologies to enhance system performance and security by 31st December 2025.

o)   Submit a pilot testing report for MYP and MTP, including system performance analysis for ClassMap by 31st January 2026.

p)   Submit a technical evaluation report on pilot findings, including recommendations for necessary system improvements by 31st January 2026.

q)   Submit an Analytics Report, including a risk monitoring plan for ClassMap, MYP, and MTP by 28th February 2026.

r)   Submit a report summarizing ongoing maintenance and performance optimization efforts by 28th February 2026.

s)   Review, finalize, and provide feedback on technical documents from software companies for ClassMap, MYP, and MTP by 31st March 2026.

t)   Provide security assessments to identify and mitigate vulnerabilities of ClassMap, MYP, and MTP by 31st March 2026.

u)   Submit a summary report on system upgrades, identifying key improvements and unresolved issues by 31st March 2026.

v)   Submit the final technical report, consolidating all technical documents, risk assessments, challenges, and recommendations for ClassMap, MYP, and MTP by 30th April 2026.

w)   Conduct a knowledge transfer session for relevant teams, ensuring clear documentation and sustainability of implemented improvements by 30th April 2026.

4. Location and Travel:
The individual consultant will be partially home-based and required to telework from home with occasional work at the UNESCO Myanmar Project Office.

COMPETENCIES (Core / Managerial)
Accountability (C)

Communication (C)

Innovation (C)

Knowledge sharing and continuous improvement (C)

Planning and organizing (C)

Results focus (C)

Teamwork (C)

Professionalism (C)

For detailed information, please consult the UNESCO Competency Framework.

REQUIRED QUALIFICATIONS
•   Master's degree in Computer Science or Information Technology or a related field. A minimum of 7 years of experiences following the Bachelor's in Computer Science/Information Technology may also considered as equivalent.

•   Minimum of 7 years of experience in software development, with a focus on LMS and mobile app development.

•   Proven track record of successfully delivering complex technical projects, preferably in the education or e-learning sector.

•   Extensive experience with relevant technologies and programming languages, such as PHP, Python, Java, Swift, Flutter or React Native.

•   Strong understanding of LMS platforms, educational technologies, and mobile app development frameworks.

•   Strong knowledge of software testing methodologies, including unit testing, integration testing, and end-to-end testing.

•   Experience with automated testing frameworks and tools to ensure code quality and reliability.

•   Understanding of cybersecurity principles and best practices for securing web applications and mobile apps.

•   Familiarity with DevSecOps, CI/CD security, and infrastructure automation

•   Experience in mobile security (iOS/Android) and IoT testing

•   Deep understanding of network and host-based penetration testing methodologies

•   Strong knowledge of OWASP Top 10 and ability to explain vulnerabilities and attack vectors

DESIRABLE QUALIFICATIONS
•   Experience working with cloud security principles (AWS, Azure)

•   Experience with AWS and Azure security concepts (IAM, STS, security controls, serverless architectures)

•   Hands-on experience with AWS services like S3, SQS, SNS, Lambda, and API Gateway

•   Strong data analysis and documentation skills, with the ability to collect, analyze, and share data and best practices to facilitate knowledge sharing.

•   Excellent written and verbal communication skills in English, including the ability to provide regular progress reports, documentation, and timely updates on project activities.

•   Strong strategic thinking and creative problem-solving skills.

- Ability to work in a demanding environment, managing multiple tasks and deadlines effectively.
- Ability to work in a multicultural environment, collaborating effectively with colleagues across the organization to achieve outstanding results.

5. Application Process:

Interested candidates should click on "Apply Now" and upload the following documents as a single PDF document in place of the Employment History Form.

a)   An updated Curriculum Vitae (CV) and a cover letter indicating how your qualifications and experience make you suitable for the assignment.

b)   Written technical and financial proposals (in English);

c)   Approach and methodology for carrying out the assignment (maximum 2, A4 pages) with a workplan and comments on the Terms of Reference, in brief, if any, and;

d)   The proposed daily or monthly rates of the amount of budget to be charged for the assignment, which should be quoted in USD.

UNESCO places great emphasis on ensuring that the objectives of the work assignment, as described in the Terms of Reference, are met. Accordingly, in evaluating the proposals for the assignment, attention will focus first and foremost on the technical elements. From those proposals deemed suitable in terms of the criteria in the Terms of Reference, UNESCO shall select the proposal that offers the Organisation the best value for money.

Assessment

- Only applications providing the information requested in the application procedure will be considered.
- Evaluation of qualified applicants may include an assessment exercise and a competency-based interview.

Note:

- Due to the large number of applications we receive, we are able to inform only the successful candidate(s) about the outcome or status of the selection process.
- Please submit your application through SuccessFactors. Only if you are unable to attach requirements in the system, please inform us at yangon@unesco.org

SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the UNESCO careers website. No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as an interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

UNESCO recalls that paramount consideration in the appointment of staff members shall be the necessity of securing the highest standards of efficiency, technical competence and integrity. UNESCO applies a zero-tolerance policy against all forms of harassment. UNESCO is committed to achieving and sustaining equitable and diverse geographical distribution, as well as gender parity among its staff members in all categories and at all grades. Furthermore, UNESCO is committed to achieving workforce diversity in terms of gender, nationality and culture. Candidates from non- and under-represented Member States (last update here) are particularly welcome and strongly encouraged to apply. Individuals from minority groups and indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the highest level of confidentiality. Worldwide mobility is required for staff members appointed to international posts.

UNESCO does not charge a fee at any stage of the recruitment process.

Please note that UNESCO is a non-smoking Organization.

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UNESCO applies a zero tolerance policy against all forms of harassment