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# TECHNICAL SUPPORT AND COORDINATION

Parent Sector : Education Sector (ED)
Duty Station: Myanmar
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) initiative, which aims to ensure that the most marginalized children—including those out of school or at risk of dropping out—gain access to quality learning opportunities. These opportunities are essential for acquiring relevant skills, building resilience, continuing education, and enhancing overall well-being.

The GPE-ESPIG program consists of three key components:

- Access: Facilitating safe and equitable access to learning for children and youth in Myanmar.
- Quality: Ensuring high-quality teaching and learning experiences through strengthened education personnel and context-responsive, equity-focused learning resources.
- System Strengthening: Enhancing education systems, management, coordination, and monitoring in Myanmar.

As a Grant Agent (GA) for this initiative, UNESCO collaborates with national and international partners to promote inclusive, meaningful, and gender-responsive learning, particularly for the most vulnerable learners.

In response to Myanmar's evolving educational landscape, UNESCO has developed and launched the Myanmar Teacher Platform (MTP), Myanmar Youth Platform (MYP), and ClassMap as web and mobile applications. These platforms aim to:

- Provide continuous learning opportunities for educators, learners, and stakeholders by offering high-quality educational materials, videos, and resources in a secure environment.
- Deliver free courses through both synchronous and asynchronous learning methods, ensuring accessibility for diverse learners.
- Enhance access to teacher education reference materials in various digital formats to support continuous professional development while aligning with international best practices.
- As user engagement continues to grow, UNESCO is committed to upgrading these platforms to enhance their functionality, usability, and overall learning experience for educators, learners, and other stakeholders.

2. Objectives of the Consultancy

UNESCO Myanmar seeks a highly motivated and reliable individual consultant to provide comprehensive technical support and contribute to the maintenance and enhancement of the Myanmar Teacher Platform (MTP), Myanmar Youth Platform (MYP), and ClassMap across both web and mobile applications.

3. Work Assignments

Under the overall authority of the Director of UNESCO's Regional Office in Bangkok and the direct supervision of the Head of the UNESCO Yangon Project Office, the consultant will work closely with the responsible officer to perform the following tasks:

3.1. Technical Support and Help Desk Assistance

- Act as the first-line technical support for minor issues related to MTP, MYP, and ClassMap (web and mobile).
- Respond to user inquiries through email, phone, messaging apps, and help desk systems.
- Conduct initial troubleshooting and provide solutions for common technical issues.
- Maintain a log of common issues and resolutions for future reference.

3.2. Maintenance and Testing

- Serve as a liaison with the software contractor to ensure smooth platform maintenance.
- Support the contractor in troubleshooting and resolving technical issues.
- Test software updates in a testing environment before deployment.
- Report and track issues, ensuring quality standards are met before release.

3.3. Coordination and Deliverables Management

- Act as the focal point between UNESCO and the software contractor.
- Ensure the timely delivery of assigned tasks while maintaining quality control.
- Systematically organize and store all deliverables for easy access by the UNESCO team.

### 3.4. Record-Keeping and Progress Tracking
- Maintain an up-to-date, daily record of all activities and progress.
- Ensure that records are accessible to UNESCO for oversight and decision-making.

### 3.5. Documentation and User Guide Updates
- Update the course developer guide and user guide for MTP, MYP, and ClassMap.
- Provide detailed step-by-step documentation on new feature developments.
- Include screencasts and instructional documents for ease of understanding.

### 3.6. Monitoring and Reporting
- Prepare monthly monitoring reports on platform usage and performance.
- Provide requested data to the project team for evaluation and decision-making.
- Undertake other tasks as assigned by the Head of the UNESCO Yangon Project Office.

### 4. Deliverables and Deadlines

All deliverables must be submitted in their original editable format and high-resolution versions (if applicable). The consultant is expected to meet the following deadlines:

a. Submit the work plan with a timeline and monitoring report for MTP, MYP, and ClassMap by 30th April 2025.

b. Submit a report on common technical issues and resolutions, including a summary of user inquiries and log resolutions by 31st May 2025.

c. Submit the first quarterly report on software updates tested and implemented by 30th June 2025.

d. Submit a mid-year review of project deliverables and quality assurance by 31st July 2025.

e. Submit the second quarterly progress summary report, including records of resolved and pending issues by 31st August 2025.

f. Submit an updated user inquiry response log and recommendations for system improvements by 30th September 2025.

g. Submit the third quarterly report on common technical issues, software updates, and troubleshooting efforts by 31st October 2025.

h. Submit a comprehensive list of proposed new features for MTP, MYP, and ClassMap development, including options and strategies to enhance user engagement by 30th November 2025.

i. Submit the final summary report on software contractor performance and project deliverables by 31st December 2025.

j. Submit updated course developer and user guides, including step-by-step documentation by 31st January 2026.

k. Submit the final updated user and course developer guides with screencasts and instructional documents by 28th February 2026.

l. Submit the final comprehensive monitoring and evaluation report by 31st March 2026.

5. 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 Sciences or Information Technology or a related field. A minimum of 5 years of experiences following the Bachelor's in Computer Science/Information Technology may also considered as equivalent.
- Minimum of 5 years of experience in software development, with a focus on LMS and mobile app development.
- Extensive experience with relevant technologies and programming languages, such as PHP, Python, Java, Swift, Flutter or React Native.
- Experience with automated testing frameworks and tools to ensure code quality and reliability.

## DESIRABLE QUALIFICATIONS

- 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.

## 6. 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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