Product Owner – Facility from the Regional Teachers Initiative for Africa (RTIA) & SOCIEUX+

Projects description.

The Facility from the Regional Teachers Initiative for Africa (RTIA) supports teacher policy and improve teacher education and professional development systems by i) providing capacity building at country level through technical assistance, ii) promoting innovation and scaling of effective teaching solutions; iii) increasing the production and use of data and evidence, and iv) promoting the use of regional frameworks, evidence-based practices, and joint learning at regional level.

The Facility pursues the above-mentioned objectives through 3 types of instruments or "windows":

- one window to deliver technical assistance on teacher governance and teacher education and professional development based on the demand from eligible partner countries,
- one window on testing and scaling effective programs for teacher education and professional development in the thematic areas of digital skills, gender, green skills, and pedagogical skills, including in the context of refugees and displaced populations,
- a research window to create new evidence and support the integration of evidence in the policy making process and in the design of teacher education and professional development programs.

The Facility is funded by the European Union and co-implemented by a Partnership formed by 3-member state agencies: Expertise France for France, Enabel for Belgium, EDUFI for Finland. Expertise France has been designated the Coordinating Agency for this Partnership. With the Facility governance scheme serving as the Initiative's governance scheme, it is expected that the Partnership will work closely with UNESCO and UAC, in charge of the other 2 components of the EU Initiative. The duration of the action is scheduled from 01.02.2024 to 31.01.2027 (36 months) with a budget of 46.000.000 EUR.

SOCIEUX+ EU Expertise on Social Protection, Labour and Employment (hereafter SOCIEUX+), is a technical cooperation facility set up by the EU through co-funding from France, Spain and Belgium and the resources managed by the European Commission's Directorate for International Partnerships. This Facility is implemented by a partnership composed of agencies from EU Member States: Expertise France (the partnership lead), France travail, Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (FIIAPP) from Spain, Belgian International Cooperation on Social Protection (BELINCOSOC) and the Belgian Development Agency (Enabel). SOCIEUX+ recognises the impact of social protection and employment in reducing poverty and vulnerability. It supports the efforts of EU Partner Countries, in particular low- and middle-income countries in promoting inclusive and sustainable social protection and employment systems. SOCIEUX+ also complements the efforts made through other European Union initiatives.

SOCIEUX+ is results-oriented and demand-driven only. It responds to the direct requests of public institutions and social partners organisations in EU Partner Countries. SOCIEUX+ actions can be implemented in 155 eligible countries and territories worldwide. SOCIEUX+ fosters the efforts of the partner countries in the reform, development and extension of their social protection and

employment systems, and labour policies. It enhances the capacities to better design, manage and monitor inclusive, effective and sustainable employment strategies and social protection systems. The Facility implements short-term technical cooperation actions based on peer-to-peer exchange supporting cooperation between EU Partner Countries' experts from public administrations, social partners and mandated institutions and their peers from EU Member States. SOCIEUX+ also develops knowledge by capitalising on the experience of its actions.

Phase III of SOCIEUX+ ran from 09.07.2020 to 31.12.2024 (including the No Cost Extension), with a total budget of €15,729,086, including €14,000,000 in EU funding, while phase IV of the facility will run from 01.01.2024 to 31.12.2027, with a total budget of €14,428,354, including €12,499,991 of EU funding.

Assignment description.

As an IT Product Owner, you will be instrumental in supporting Expertise France in the operationalisation and implementation of two international EU-funded projects: The Facility from the RTIA and SOCIEUX+ Facility on Social Protection, Labour and Employment. You will advise, set up, manage and maintain IT and information management systems for decentralised teams collaborating in the delivery of technical assistance activities.

You will support, among others, needs definition, purchasing and management of services purchased from third parties such as Microsoft tenants, online databases and platforms and associated services. You will ensure smooth operation and integration of collaborative tools such as SharePoint, automated processes (MS Power Apps, Power Automate, OneDrive, Forms, …), and shared resources, including folders, calendars, and contact lists. Additionally, you will be responsible for developing and maintaining business intelligence reports and dashboards using Power BI, and you will support our data management needs with proficient use of Excel (Power M) and Power BI (DAX). You will also advise the projects in the development and revision of their IT tools and information management processes. You will support the projects and the IT department of Expertise France in managing the IT park (hardware infrastructure and equipment) necessary to effectively implement projects. You will also ensure that tools and data processing comply with the EU General Data Protection Regulation (GDPR) and the standards of Expertise France and the Group AFD for IT security.

Under the hierarchical supervision of the Team Leaders of both Facilities, but seconded within the IT Department of Expertise France, which will supervise the tasks and daily work of the incumbent. Focal points for the allocation of tasks and work will be defined for the two projects. The Product Owner will be responsible for the following tasks:

- Manage and optimise Microsoft tenants and collaboration tools such as SharePoint, shared folders, and calendars.
- Develop and maintain automated processes to enhance team efficiency.
- Design, develop, and maintain business intelligence reports and dashboards in Power BI.
- Set up tools and processes based on data queries and transformation from databases using Excel (Power M) and Power BI (DAX).
- Liaise with service providers to develop and manage online tools and databases, ensuring robust backend support with data models.
- Provide technical support and training to staff on new tools and platforms.

- Coach and support team members on IT-related issues to enhance their technical skills and productivity.
- Manage and maintain the hardware and software of the team, including laptops, ensuring they are updated and functioning optimally.
- Ensure that tools and data processing comply with the EU General Data Protection Regulation (GDPR) and the standards of Expertise France and the Group AFD for IT security.
- Monitor system performance and troubleshoot issues as they arise.
- Stay updated with the latest industry trends and technologies to continuously improve our systems.

Expected time allocation between the 3 main functions shall be as follows: support to RTIA (40%), support to SOCIEUX+ (40%), and support to other projects at the IT Department (20%).

Qualifications.

Required Experience:

- Minimum of 5 years of relevant experience in IT management and support.
- Proven experience in managing Microsoft tenants and collaborative tools.
- Strong expertise in business intelligence tools, particularly Power BI, and proficiency in Power M and DAX.
- Preferably experience, or at least a fundamental understanding, in web development with HTML, and backend development with Python and Django.
- Proficiency with IT information systems management tools such as Microsoft System Center, Active Directory, and network monitoring tools.
- Familiarity with cloud services and platforms, particularly Microsoft Azure.
- Experience with IT project management and the ability to manage multiple projects simultaneously.
- Excellent problem-solving skills and the ability to work in a dynamic, multicultural environment.
- Strong communication and liaison skills to effectively manage relationships with service providers.
- Bachelor's degree in Information Technology, Computer Science, or a related field. Advanced degrees or certifications (such as Microsoft Certified: Azure Administrator, CompTIA Network+, or PMP) are a plus.
- Fluency in English and French is required. Proficiency in additional languages is an asset.

Additional Skills:

- Strong analytical skills to interpret complex data sets and generate actionable insights.
- Ability to develop and document technical processes and workflows.
- Handson experience with cybersecurity principles and practices.
- Proficiency in scripting languages (e.g., PowerShell) for automation.
- Knowledge of database management systems (e.g., SQL Server).
- Ability to adapt to new technologies and methodologies quickly.
- Customer service orientation with the ability to effectively communicate technical concepts to non-technical users. - Knowledge of AI concepts such as natural language processing, computer vision, and predictive analytics.

- Knowledge of data science principles and techniques.
- Multicultural sensitivity and the ability to work effectively in an international team.
- Strong interpersonal skills and the ability to collaborate with colleagues from diverse backgrounds.
- Compliance and Security Skills:
    o In-depth understanding of the EU General Data Protection Regulation (GDPR) and its application to data processing and IT systems.
    o Familiarity with the IT security standards of Expertise France and the Group AFD is an asset. • Experience in implementing data protection measures, conducting audits, and ensuring compliance with data protection regulations.
    o Proficiency in security tools and technologies, such as encryption, firewalls, intrusion detection/prevention systems, and secure access controls.
    o Ability to develop and enforce IT security policies and procedures.

Contract information.

The contract period is for 12 months starting as soon as possible (yearly renewable up to 3 years based on performance). The position may be co-financed by additional projects over time. We offer an EF contract with a competitive salary and benefit package which includes comprehensive insurance cover, social security, pension contribution, annual performance bonus, etc.

The position will be based in Paris (XIIe) at RTIA offices.

Application.

Documents to be provided:

- A CV
- A cover letter
- Any business references including email and telephone contacts.

Applications will be reviewed on a rolling basis as they are received.