Terms of References

End-user Support

Project Background:

The SELECT Project encompasses a multi-pronged approach towards improving the quality of both teaching and learning practices in primary education, with a particular emphasis on foundational reading in grades 1 through 5. The Project comprises a series of focused and flexible implementation strategies, targeted at the school and meso-levels (personnel and systems at the school, taluka and district levels). The Project supports improvements in the transition from primary to elementary school, as well as a reduction in dropouts through targeted student attendance redress procedures. Desired Project outcomes would eventually contribute to reductions in learning poverty and in the number of out-of-school children.

(Original) Main Project Amount	IDA: US$100 million GPE ESPIG: US$29.9875 million GPE MG: $24.775 million Total: US$154.7625 million
Expected Project Duration	August 2021 – April 2026

Project Objectives	The overall development objective of this Project is to improve the reading skills of early grade primary students and increase student retention in primary schools in selected districts.
Project Cost	IDA: US$100 million GPE ESPIG: US$29.9875 million GPE MG: $24.775 million Total: US$154.7625 million
Expected Project Duration	August 2021 – April 2026
Component 1	Transforming teaching practices in the early grades • <u>Subcomponent 1.1:</u> Implementation of a Continuous Professional Development (CPD) model for improved literacy skills in the early grades • <u>Subcomponent 1.2:</u> Behavioral nudges for improved learning • <u>Subcomponent 1.3:</u> Technical Assistance (TA) for transforming teaching practices Under this component, a CPD model will be implemented with the aim of improving literacy skills in early grades. Behavioral nudges will be utilized to improve student wellbeing and mitigate potential risks of dropping out. TA will also be provided for institutional capacity building and support.
Component 2	Improving the physical learning environment in selected primary schools, and upgrading them from grade 5 to grade 8, supporting the teaching and learning aims set out in Component 1 and the student retention aims set out in Component 3. Cost-effective and carbon-efficient technologies will be utilized to introduce needed climate adaptations and mitigate climate risk.
Component 3	Improving system capacity for effective school leadership and management support: • <u>Subcomponent 3.1:</u> Establishing a technology-based student attendance monitoring system

	• <u>Subcomponent 3.2:</u> TA and capacity building for school leadership and local education office management to mitigate student dropout A technology-based student attendance monitoring system will be established. TA will be provided, and capacity building will take place for school leadership and local education office management increase their ability to use school-level data in conjunction with Component 1 activities to mitigate student dropout.
Component 4	The Reform Support Unit (RSU) will monitor and evaluate the Project, monitor safeguards, oversee procurement and financial management, and will be responsible for overall management and coordination of the Project on behalf of the School Education and Literacy Department (SELD).
Geographic Scope	The Project will be implemented in twelve selected districts in Sindh: Badin, Ghotki, Jacobabad, Kambar-Shahdadkot, Kashmore, Mirpurkhas, Mitiari, Sanghar, Shikarpur, Sujjawal, Tando Muhammad Khan, and Thatta.

1. **Implementation Arrangement**

The Project will be implemented by SELD of the Government of Sindh (GoS), through the Project Management and Implementation Unit (PMIU). This will be housed in the RSU, which will monitor overall implementation of Project activities with TA support. The RSU will be headed by the CPM (Chief Programme Manager) who will be responsible for providing overall Supervision.

The design, implementation planning and construction supervision activities for the Component will be managed through the consulting firm. The firm will be hired by the RSU and will be responsible for conducting needs assessment, preparing site specific master plans and detailed designs and drawings, construction supervision and quality assurance of the Project.

2. **Scope of Work**

The role of the End-user Support Key Expert is to ensure effective support and assistance to end-users in utilizing software applications, troubleshooting issues, and maximizing productivity. This role involves providing technical assistance, training, and guidance to end-users across various levels of technical proficiency and geographical users hierarchy.

The End-user Support Key Expert shall perform the following tasks and responsibilities:

1. Provide prompt and reliable technical support to end-users, addressing inquiries, issues, and requests via various channels such as email, phone, or in-person.
2. Diagnose and resolve software-related problems reported by end-users, escalating more complex issues to appropriate technical teams when necessary.
3. Assist end-users in navigating software applications, explaining features, functionalities, and best practices to optimize usage.
4. Conduct training sessions and workshops for end-users to enhance their proficiency in utilizing software applications effectively.
5. Create and maintain user documentation, FAQs, and knowledge base articles to facilitate self-help and troubleshoot common issues.
6. Collaborate with software developers and IT teams to communicate end-user feedback, identify usability issues, and suggest improvements to enhance user experience.
7. Stay updated with software updates, new features, and changes, ensuring end-users are informed and prepared for any updates.

8. Monitor system performance and user feedback to identify trends, patterns, and areas for improvement in software applications.
9. Provide guidance and support during software deployment and rollout phases, ensuring a smooth transition for end-users.
10. Conduct periodic user satisfaction surveys and feedback sessions to gauge user experience and identify areas for improvement.
11. Document and track support, issues, and resolutions using tracking tools.
12. Assist in the development and implementation of user training materials, manuals, and tutorials.
13. Collaborate with project stakeholders to understand end-user needs, requirements, and challenges, advocating for user-centric solutions.
14. Participate in project meetings, workshops, and reviews as required, providing insights and recommendations from an end-user perspective.
15. Maintain a positive and focused attitude in all interactions with end-users, ensuring their satisfaction and success.
16. Expertise and updated with industry best practices, trends, and technologies related to end-user support and customer service.
17. Should have excellent technical writing and communication skills, as well as experience.
18. Familiarity with SDLC (Software Development Life Cycle) methodologies.

Expected Outputs:

The progress towards achieving each task will be monitored regularly, with reference to the following outputs:

1. Documentation of support requests, issues, and resolutions.
2. Training materials, manuals, and tutorials for end-users.
3. User satisfaction surveys and feedback reports.
4. Recommendations for software improvements based on end-user feedback.
5. Reports on system performance, user trends, and areas for improvement.
6. Documentation of user support processes and procedures.

Qualifications of the Successful Individual:

1. **Education**: Minimum 16 years of education from an HEC recognized university with in Computer Science / Information technology or in any relevant discipline from HEC recognized university.
2. **Experience:** A minimum of 3 years of relevant experience in providing technical support and assistance to end-users is required, with proficiency in software applications and systems.
    Experience as a QA/Business Analyst will be advantageous.