

SOLICITATION No. SOL-663-16-000013

U.S. Resident Hire USPSC

Learning and Knowledge Management Specialist

USAID, Addis Ababa, Ethiopia

1. SOLICITATION NUMBER: SOL-663-16-000013
2. ISSUANCE DATE: 06/16/2016
3. CLOSING DATE/TIME: 06/30/2016
4. POSITION TITLE: Learning and Knowledge Management Specialist
5. MARKET VALUE: GS-11 (\$51,811 - \$67,354 per annum). The final compensation will be negotiated within the listed market value based on the successful candidate's salary history, work experience and educational background. **Salaries over and above the top of the pay range will not be entertained or negotiated.** Please note that U.S. resident-hire PSCs are not eligible for any fringe benefits (except contributions for FICA, health insurance, and life insurance), including differentials and allowances. Final compensation will be negotiated within the listed market value based upon the candidate's past salary, work history, and educational background.
6. PERIOD OF PERFORMANCE: The PSC Contract will be for 1 year, with the possibility of an annual extension. No PSC contract may exceed a five year period of performance.
7. PLACE OF PERFORMANCE: Addis Ababa, Ethiopia.
8. DIRECT SUPERVISOR: Deputy Program Officer
9. SECURITY ACCESS: Employment Authorization only.
10. AREA OF CONSIDERATION: U.S. citizen (as further defined in footnote no. 1 below¹).

BASIC FUNCTION OF THE POSITION

The Learning and Knowledge Management Specialist is an integral part of the Program Office, which provides primary support to the mission director, deputy mission director and technical teams throughout USAID Ethiopia (the mission) in budgeting, planning, and reporting. The central function of the Program Office in monitoring, evaluation and learning is to ensure that the causal pathway to desired development outcomes is continuously assessed and adjusted, through analysis of a variety of information sources and knowledge, to yield the most effective course of action. Building on this, Collaboration, Learning and Adapting (CLA) also incorporates an iterative adaptation of program

¹ Resident Hire" means a U.S. citizen who, at the time of hire as a PSC, resides in the cooperating country: (i) as a spouse or dependent of a U.S. citizen employed: (A) by a U.S. Government agency; or (B) under any U.S. government-financed contract or agreement; or (C) under any other contract or agreement that provides for repatriation to the United States; or (ii) for reasons other than employment: (A) with a U.S. Government agency; or (B) under any U.S. government financed contract or agreements; or (C) under any other contract or employment arrangement that provides for repatriation to the United States; A U.S. citizen for purposes of this definition also includes persons who at the time of contracting are lawfully admitted permanent residents of the United States.

implementation and, where relevant, strategy. This position's primary purpose is to provide leadership, guidance and overall direction to USAID Ethiopia's organizational development and learning efforts, including strengthened monitoring and evaluation (M&E). In close collaboration with Program Office colleagues, particularly the deputy program officer and the monitoring and evaluation (M&E) specialist, the incumbent will facilitate coordination and collaboration internally and with external stakeholders; support mission efforts to feed new learning, innovations, and performance information back into strategy to inform funding allocations, program design and project management; and support translation of new learning, as well as information about changing conditions, into iterative strategic and programmatic adjustments. While the mission-wide M&E contract will provide CLA coordination support planning and staging organizational reflection and learning opportunities, this position will work within the mission and coordinate with the M&E contractor, external stakeholders and technical teams to guide internal discussions, reflection, learning and adaptation. Additionally, the Learning and Knowledge Management Specialist will work with technical teams to update and maintain USAID Ethiopia's development information solutions platform (DIS) currently being rolled out (formerly the performance management system, AIDTracker Plus). The Knowledge Management Specialist represents the Program Office in discussions and negotiations with implementing partners in updating performance data, preparing performance reports, briefing papers, and other periodic documentation for mission management, USAID/Washington and other U.S. Government stakeholders.

A. MAJOR DUTIES AND RESPONSIBILITIES

The incumbent will serve as the Learning and Knowledge Management Specialist in the Program Office, USAID/Ethiopia. In this capacity, she/he will work in the following areas:

Develop, Manage and Coordinate Program Learning Opportunities (60%)

- Plan, establish and direct a wide range of organizational interventions (special studies, after action reviews, Partners meetings, organizational learning surveys, on-line engagements) for advancing USAID's Collaborating, Learning and Adapting component to facilitate overall Country Development Cooperation Strategy implementation. This includes coordination with technical offices to advance project/activity specific learning agendas. Develop guidance and make contributions towards:
 - language for funding agreements that emphasizes collaborating, learning and adapting
 - development of "influence plans" as part of project design to leverage the resources and actions of other development actors
 - implementation of the learning aspects of new program cycle guidance (Country Development Cooperation Strategy, project design, program performance management, M&E)
 - improved M&E approaches to track results at intermediate results and presidential initiative levels and to supplement common and established key indicators with outcome mapping and other approaches that support continuous review and iterative course correction/adaptation
- Coordinate with key program office and technical office M&E staff to provide guidance to USAID technical teams on research design and methodologies, applied research studies, impact assessment, evaluation, knowledge capture and sharing, stakeholder engagement, and

application of learning to program and project design and management. Develop interactive learning opportunities that inform subsequent work plans, activity designs, target setting, assessments, studies and potential adjustments in project/activity implementation.

- Assist in improving M&E processes at the mission (from data collection and analysis to the use of M&E findings to modify or improve implementation) by developing procedures, guidelines, templates, checklists, action trackers, and other tools for staff use.
- Work closely with Program Office backstops/cross-cutting specialists and technical teams to articulate development hypotheses, plans for testing those hypotheses, and contribute to advancing USAID's project design guidance. Based on implementation results, new learning and stakeholder feedback, work across mission with program office and technical teams to guide iterative course corrections and ensure ongoing and evolving alignment of portfolio with strategy.
- Refine and implement the Mission's learning agenda and CLA strategy. Provide valuable learning leadership to USAID staff, implementing partners and other stakeholders. Work with the mission M&E contractor and program office M&E specialist to identify ways to reduce knowledge sharing barriers, e.g., through application of e-sharing and learning tools, such as outcome mapping, social network analyses, creation of communities of practice and USAID's council of advisors. Assist in the re-orientation of key staff's current "activity primarily" orientation to more holistic program management, more peer and cross-learning and other contemporary, effective learning techniques and opportunities.
- Seek opportunities to advance USAID knowledge management and learning activities to ensure rapid, effective sharing and application of learning in topics of keen interest to USAID Ethiopia (i.e., methods for realizing effective local governance, increasing women's influence in households, nutrition and agriculture, private-sector led approaches to social services and development).
- Participate on the mission's M&E technical working group.

Stakeholder Engagement, Knowledge and Information Systems (DIS) Management (35%)

- Ensure activity design and program development documents engage a wide range of stakeholders, facilitate strategic collaboration and knowledge exchange, and promote learning opportunities that improve USAID's understanding of the Ethiopian development context and thus more purposeful application of experiential, codified learning to strengthen USAID's development interventions.
- Develop guidance, processes and practices to support USAID staff when engaging with implementing partners and other stakeholders collaboratively as knowledge peers.
- Identify tools and means to ensure that learning data is actively used and openly shared with Mission staff and implementing partners in order to inform Country Development Cooperation Strategy, project and activity design and management.
- Lead roll-out and mission-wide adoption of DIS, beginning with implementation of DIS Module 1. Liaise with USAID/Washington team to provide core IT and management support services to USAID/Ethiopia for DIS. Review ongoing Mission requirements vis-à-vis system functionality and

propose recommendations to USAID/Washington to make improvements to the system and provide critical tools and solutions to USAID Ethiopia. Collaborate with technical teams to update and maintain the DIS platform.

- Serve as the system administrator (manage user access, key data, addition/deletion of indicators, etc.) and coordinate with super users to properly deploy the new system.
- Organize brown bags and training sessions for mission staff on key knowledge management, learning and DIS elements and serve as the main point of contact for troubleshooting and collaborating with other mission support offices (OFM, OAA, etc.) as required.
- For DIS Module 1 - monitor system usage at the mission and propose solutions for more effective utilization of the tool along with other resources available at USAID Ethiopia to promote data analysis, evidence-based decision-making, and adaptive management.

Other Information Management and Learning Needs (5%)

- Provide recommendations and work with the program, technical and support offices to develop and implement information management plans.
- As needed, provide general knowledge and data management support throughout the program cycle.

B. MINIMUM QUALIFICATIONS

The following specific qualifications are necessary:

1. Education: A Master's Degree in the field of organizational learning or development assistance such as public, business or development administration, knowledge management, political science, economics, development studies, or related field (or career/experience equivalent) is desired.

2. Work Experience: A minimum of five years of progressively responsible, job-related, professional-level experience in organizational or action learning, development, and consulting or knowledge management is expected. A strong background in monitoring and evaluation of development programs, experience in the application of statistical methods, impact evaluations and field research experience is preferred.

3. Job Knowledge, Skills and Abilities: The incumbent must have prior experience in designing and implementing monitoring and evaluation activities and in community development, as well as in preparing documents and reports. This position requires the ability to quickly acquire a thorough understanding of USAID's current Country Development Cooperation Strategy programming objectives, results expected, planning and reporting systems and the key lines of sector investigation and learning agendas. She/he is expected to acquire in-depth professional-level knowledge in database management, data analysis and reporting, and knowledge management. The incumbent will be expected to work with mission communication experts and M&E/GIS specialists to explain the value of analytical products to internal and external audiences. She/he should be detail-oriented and able to demonstrate an ability to create and institutionalize a learning culture among USAID program and activity managers, implementers and stakeholders. She/he must be able to facilitate discussions among key offices within the USAID mission to articulate a vision and plan for integrating data science into strategic planning. The

ability to work effectively in a team environment, and to achieve consensus on policies and administrative matters is necessary.

This position requires demonstrating passion for facilitating and creating organizational learning, change and advancing foreign aid effectiveness opportunities. He/she should demonstrate conversation and presentation skills that can influence decision makers, foster organizational change strategies and implementing them within a complex organizational setting. Demonstrated abilities and track record in strategic, systems and holistic thinking, managing resistance to change and understanding of organizational culture, learning and change management. The incumbent must have strong writing skills and be able to prepare clear, substantive reports and briefing papers in English, in a timely manner. Upon entry, the incumbent is expected to have intermediate to advanced skills with MS Excel in order to properly support the roll-out of DIS. These skills must include (a) familiarity with creating data tables in the proper format to generate pivot table reports; (b) ability to modify data fields presented in pivot table reports, and (c) ability to use formulas and conditional formatting to transform pivot table reports into high level management reports to support decision making purposes.

C. SELECTION CRITERIA

Applicants meeting the basic requirements will be evaluated based on information presented in the application, an interview process and reference checks as necessary. All applicants must address each qualification detailed above with specific and comprehensive information supporting each item. These qualifications, which serve as the selection criteria, will be evaluated based on the following points below.

1. Education	10 points
2. Work Experience	30 points
3. Job Knowledge,	30 Points
4. Skills and Ability	30 points
Maximum Points	Points 100

D. Selection Process

After the closing date of receipt of applications, a committee will be convened to review applications and evaluate them in accord with the evaluation criteria. Applications from candidates which do not meet the required selection criteria will not be scored. As part of the selection process, finalist candidates may be interviewed either in person or by telephone at USAID's discretion. Reference checks will be made only for applicants considered as finalists. Only finalists will be contacted by USAID with respect to their applications.

E. PROFESSIONAL REFERENCE CHECKS

Applicants must provide at least three references with current contact information, preferably both an e-mail address and a telephone number. The selection committee will conduct reference checks of the highest ranked applicants. References will be asked to complete a questionnaire that assesses the applicant's technical knowledge, work performance, communication skills, and group dynamics, using the above specific criteria. The references will be asked to provide a general assessment of the

applicant's suitability for the position. It is the responsibility of the applicant to ensure submitted references are available to provide a written or verbal reference in a timely manner.

Only applicants who meet or exceed the stated position requirements will be considered. **All applicants must have the required work and/or residency permits to be eligible for consideration (please make sure to submit all documentation that certify your eligibility to work in the country).**

For your application to be considered, the following documents must be submitted:-

- Letter of Application/Cover Letter;
- All applicants must complete application form [Universal Application for Employment \(DS-174\)](#)
- Current Resume/CV;
- Copies of credential documents (i.e., degree, training certificates, etc.);
- Application must be submitted **ONLY** via addisusaidjobs@usaid.gov and the email subject must say – *SOL-663-16-000013 Learning and Knowledge Management Specialist*;
- Please submit the application only once;
- Work and/or residency permits must be submitted; and
- Late and incomplete applications will not be considered; the application must be submitted before or on the date of filing at local Ethiopian time 5 p.m.