



**Terms of Reference**  
**Information and Communication Technology and Traceability Specialist**  
**About the International Executive Service Corps (IESC)**

IESC is a U.S. based nonprofit that creates and expands economic opportunities, helping to lift those we support out of poverty. We believe that helping enterprises grow is the most sustainable way for communities to have access to jobs and for families and people to have opportunities for a better quality of life. We have helped businesses in a variety of sectors, including trade and agriculture, create or save more than 1.5 million jobs in 137 countries across the world. Our major funders today are the US Agency for International Development (USAID) and the US Department of Agriculture (USDA), among others.

IESC is the prime implementor of the USDA-funded Trade Safe (TraSa) Program in the Dominican Republic (DR). TraSa aims to build the capacity of Dominican government institutions to develop a modernized Sanitary/Phytosanitary (SPS) and food safety related policy and regulatory framework to respond to the needs of the Dominican Republic's trade agreements and international best practices, as well as Dominican consumers. TraSa is helping government institutions to implement science- and risk-based SPS and food safety measures, standards, and regulations to facilitate trade in food and agricultural products. The project is also supporting the development of cold chain policies in context of the domestic market and international trade. The project period of implementation is November 1, 2020 to September 30, 2025.

IESC is recruiting an Information and Communication Technology (ICT) and Traceability Specialist to provide technical leadership to beneficiaries and integrate technical expertise and business understanding to develop technical solutions that address beneficiaries' needs and meet project goals and targets. This is a full-time position (40 hours per week) based in the program office in Santo Domingo, Dominican Republic. Travel throughout the DR will be required.

**Responsibilities**

- Assess and support the needs of trade-related and traceability ICT systems, infrastructures, and relevant staff of TraSa's partnering government and private sector institutions;
- Identify the requirements of each organization's ICT system(s) involved, ensure the ability of beneficiaries to implement such system(s) from human resource capacity, training to hardware infrastructure and software management and security; design and develop terms of reference to procure services needed to improve and/or build institutional capacity to meet project objectives;
- Manage services procured to deliver ICT solution systems, services, and training to ensure quality expectations are met in accordance with terms of delivery and client and stakeholder satisfaction;
- Design training programs and other training efforts related to ICT and traceability systems;



- Collaborate with Dominican foreign trade-related institutions to design and develop appropriate processes and ICT mechanisms for greater efficiencies, connectivity, and systemat improvements;
- Analyze business processes that are still done on paper and not electronically to identify the regulatory changes necessary to automate these processes;
- Support ICT and traceability initiatives, including digitization of records, data entry efforts, electronic signature, interfaces between systems, internal connectivity within and between agencies, and other areas as needed;
- Perform initial mapping and oversee the comprehensive mapping of business processes for partner organizations;
- Work in conjunction with the trade facilitation and organization development/ risk management specialists to identify areas of synergy and joint improvement strategies;
- Draft scopes of work and coordinate international and domestic consultants to produce required program outputs;
- Generate report inputs and full technical reports in subject area, including inputs to the semi-annual reports, annual reports, and yearly work plans;
- Reports to the director of capacity building/change management.

### **Qualifications**

- University degree in a relevant field (information technology, computer systems analysis, computer science, engineering, or related discipline), Master of Science degree in above mentioned is preferred;
- Experience in digitizing systems and processes, preferably within the public sector;
- Deep technical knowledge and at least five years of consulting experience in computer systems process analysis, re-design/engineering, and capacity building. Direct experience related to foreign trade, sanitary and phytosanitary systems, customs systems and/or electronic systems related to trade in agricultural products a plus;
- Ability to prioritize among multiple competing requests;
- Well-developed interpersonal and intercultural communication skills for teamwork;
- Ability to interact with ICT developers/system architects and communicate the business requirements.
- Excellent communication and written and oral presentation skills;
- Professional working English (ability to read and write);
- Fluency in Spanish is required.

IESC is an Equal Opportunity Employer. Please note that this position is intended for a local national or a person with legal residency and work eligibility in the Dominican Republic.



Please apply in:

[https://phg.tbe.taleo.net/phg01/ats/careers/v2/viewRequisition?org=IESCORG&cw\\_s=39&rid=1589](https://phg.tbe.taleo.net/phg01/ats/careers/v2/viewRequisition?org=IESCORG&cw_s=39&rid=1589)

Applications will be received until July 23, 2021