

ICMPD Job Profile

Project Officer¹- LMS (MCP-Med)

ORGANISATIONAL SETTING:

The Training Institute on Migration Capacity Partnership for the Mediterranean (MCP Med) project will establish a permanent and accredited regional training institute offering quality-assured, bespoke learning and coaching experiences that result in certification for migration actors. Based in Malta the Institute will operate across the Mediterranean producing migration capacity development learning products delivered through a regional network of certified instructors as well as through a virtual learning environment. Embodying a capacity partnership approach, the project will redefine migration partnerships to promote a fully-inclusive, sustainable community of vocational educational practise. Administered by ICMPD the Institute will be governed by donor and Southern Partner states and operate in full compliance with national and industry standards and regulations.

FUNCTION (Task Identity):

The Project Officer-Learning Management Systems (LMS) contributes to the day-to-day implementation of the large-scale, multi-lateral MCP Med project.

The Project Officer-LMS provides technical support to the Training Institute's learning management system(s). In collaboration with the Project Specialist-Training Coordinator and the Project Officer-Curriculum Development, s/he undertakes the technical design, development, implementation, delivery, and maintenance of the LMS for the Training Institute's purposes.

S/he acts as the system administrator for the Training Institute's learning management system (LMS) and integrated tools and undertakes the installation of all system updates, upgrades, and other software integrated with the LMS. S/he undertakes research and incorporates current trends and provides LMS administration and support, intranet web administration and support, and the technical set up of the LMS functionality.

S/he ensures that the activities are managed according to the approved project documentation, work plans and budgets and in line with ICMPD's rules and business processes as well as partner and donor agreements.

The Project Officer-LMS develops and maintains relationships with partners, beneficiaries and other stakeholders. S/he plans, organises and supervises the work of experts and contractors ensuring high quality and timeliness of outputs. The Project Officer contributes to the development of new initiatives and formulates and drafts concepts for any further expansion of the Training Institute's curriculum.

The Project Officer works in close collaboration with the Project Specialist-Training Coordinator and reports to the Senior Project Manager of MPC Med. S/he works in close collaboration with the Training Institute team members.

¹ This job profile is classified at IP2 grade.

TASKS AND RESPONSIBILITIES (per Job Component):

1.Planning and implementation of the LMS activities:

- Develop, maintain and support the operation of various technologies used in the delivery of instructional and/or interactive training programmes and courses.
- Research and resolve LMS functionality issues.
- Provide and develop roles, security, and enrolment management.
- Solve basic technical problems; investigate and seek solutions to complex issues, and perform onsite installation or replacement of various hardware and software for LMS.
- Document all LMS configurations, procedures, and workflow diagrams.
- Provide individual or group instruction to users on use of software or systems.
- Configure workstations, system hardware and software, and provide technical assistance
- Assist in determining hardware, software needs and upgrades.
- Run reports as needed to show LMS usage.
- Review and improve system operations practices.
- Provide immediate response to problems and emergency situations affecting normal operations.
- Perform capacity planning for data storage and performance.
- Review systems performance proactively.
- Work closely with appropriate external vendors to ensure efficient functionality of resources.
- Undertake research on current trends and data, for incorporation into the LMS.
- Analyse and synthesise information for implementation of activities and coordinate tasks with partners in the assigned area of work.
- Mobilise experts, capacity building and grants schemes for activities, including preparation of Terms of References and specifications.
- Coordinate work of the partners, experts, consultants and contractors ensuring that content and outputs are produced timely, according to project work plans and ICMPD's quality standards.
- Regularly communicate and exchange with stakeholders and project partners.

2. Project administration and compliance:

- Ensure that project activities are implemented an efficient and cost-effective manner in line with the work plan.
- Ensure that administrative processes such as procurement and contracting are carried out promptly and in accordance with ICMPD rules and established business processes. Ensure compliance with donor rules as applicable.

3. Project content, reporting and contribution to project development:

- Formulate and draft analytical inputs, compile and draft briefs, background papers, presentations, etc.
- Compile and draft inputs on project implementation to internal and external project reviews and reports.
- Review and assess project results and identify best practices/lessons learned, translate into new initiatives.

- Provide inputs to implementation of the project(s) communications plan(s). Draft content.
- Develop, formulate and draft inputs to new project concepts, proposals, work plans and budgets.

KEY RESULTS (as per Job Component):

- Support provided to the development, maintenance and operation of the Learning Management System.
- Research undertaken on current trends for incorporation into the LMS and proposals made.
- User training materials created, collated and evaluated.
- Progress of LMS performance and proposals made for any adaptation to the system, , as required.
- Contribution made to system assessments to gauge the effectiveness of the LMS.
- Project inputs administered according to ICMPD's rules and processes and donor requirements and outputs related to area of work delivered in a timely and qualitative manner.
- Achievements assessed and lessons learned generated.
- Qualitative inputs to formulation of new initiatives provided.

INCUMBENT PROFILE:

- A minimum of 3 years of job-relevant work experience.
- Proven experience in the support and maintenance of a Learning Management System (LMS), including system user support and guidance.
- Familiarity with web-based instruction theories and practices including visual content use.
- Strong digital and research skills.
- Professional training in project cycle management, is an asset.
- Supervisory experience in management of experts as required by the position.
- Experience in the Mediterranean region, is an asset.
- Strong analytical, drafting and organisational skills.
- Solid communications skills.
- Strong ICT skills.
- Willingness to travel.

CORPORATE QUALIFICATIONS:

- Proven experience in an international context.
- Excellent command of (verbal/written) English. Proficiency in French and/or Arabic is an asset.
- Masters degree related to the area of work