

Mobile Solutions, Technical Assistance and Research (mSTAR) Project FHI 360

Technical Officer Position Description

Job Summary:

Position Title : Technical Officer
Reporting Line : Post holder reports to the mSTAR/Liberia Senior Mobile Money Officer
Start Date : May 1, 2017
Duration : Initially 3 months with possibility to extend or be made permanent
Duty Station : Monrovia with frequent travels to the rural areas

The Technical Officer will support the USAID-funded Mobile Solutions, Technical Assistance and Research (mSTAR) Project primarily in the areas of civil servant mobile money enrollment events and related programmatic activities. S/he will serve on the technical team based in Monrovia, Liberia and will work closely with the Project Manager and several technical and support Washington, D.C.-based staff. This includes providing awareness and training on mobile money in selected counties, assisting GoL civil servants with mobile money registration, contributing to monitoring and evaluation and administrative duties. S/he will be required to interact directly with beneficiaries and stakeholders on a regular basis, including Ministry of Health and Ministry of Education staff electing to use mobile money, service providers, and Government of Liberia officials. S/he is expected to demonstrate proven experience working on a fast-paced team in meeting deadlines and achieving targets and results.

Key Responsibilities:

- Support the mSTAR team to register beneficiaries, collect information, and provide support on troubleshooting problems.
- Liaise with line ministry staff to reach consensus on approach and implement plans.
- Provide routine updates to mSTAR management, headquarters and other stakeholders (as requested) on progress of activities, constraints, issues, etc.
- Interface with stakeholders and donor as requested
- Assist team in providing guidance and training to stakeholders and beneficiaries to achieve project goals.
- Plan logistics and support for field trips/events, often through working with county-based line ministry staff.
- Obtain quotes from vendors and assist with overall procurement processes.
- Provide support in organizing and conducting project meetings and trainings as well as reporting on results and note-taking.
- Build positive working relationships with project stakeholders including USAID, GoL, mobile money providers, etc.
- Draft sections of reports to donors.
- Other duties as assigned.

Required Qualifications and Competencies:

- Experience working with mobile money, digital financial services or USAID-funded programs for a minimum of two years, preferred.
- Experience in community engagement and provision of support and/or facilitation of workshops or trainings.
- Some experience in administration and operations preferred.
- Articulate, professional and able to communicate in a clear, positive manner with clients and staff.
- Successful track record in building productive working relationships internally and externally.
- BA in development, business, economics, or other relevant field.
- Must be able to read, write, and speak fluent English.
- Must be willing to travel domestically, including to rural areas of Liberia, up to 50%.
- Experience and/or interest in mobile solutions for social impact.
- Demonstrated time management skills.
- Energetic, creative and collaborative team player.
- Works well in teams, open to learning and following instructions.
- Ability to adapt and resolve problems/issues to bring to completion.
- Must be comfortable working in a fast paced and sometimes intense working environment.

Application Instructions:

All applications should be address to mjawara@fhi360.org and cc: JKourgialis@fhi360.org by **16 April 2017**. Please indicate in the subject line of the email: “mSTAR/Liberia Communications and Outreach Officer.”

Applications must include an up-to-date CV including contact information for 3 professional referees – preferably former or current employer.

Please Note: ONLY electronic applications will be accepted and only short-listed candidates will be contacted.