



THE KAIZEN COMPANY

Terms of Reference

Position: mLearning Program Officer

Location: Gbarnga, Bong County

Program Overview

Launched in May 2017, the USAID-funded Learning Links (LL) Program is an innovative education program targeting adolescent girls who had to leave school due to pregnancy. Liberian girls who become pregnant often drop out of school, fall behind academically, usually never return, and become trapped in a cycle of poverty. USAID/Learning Links is piloting an innovative approach in rural Liberia that connects literate and numerate Liberian women with these at-risk girls to serve as Tutor-Mentors (TMs). Drawing from successful private sector collaborative consumption business models (e.g. Uber, Upwork), and leveraging existing SMS and mobile money functionality present in Liberia, Learning Links is providing micro-incentives to both Learners and TMs for demonstrated learning progress verified by SMS. The program complements this incentive-based performance model with psychosocial support that draws from existing support channels in Gbarnga, Bong County. This model will support 2,500 girls in and around Gbarnga over the life of the project (2017-2020).

Duties and Responsibilities:

The employee will serve as the mLearning Program Officer and will carry out duties designed to meet the objectives of the program from the mLearning/Information Communications Technology (ICT) perspective. Pursuant to Kaizen's agreement with USAID and under the direct supervision of the Liberia-based Kaizen LL Program Director and in coordination with the US-based Program Manager, the employee will have the following responsibilities:

- Plan, review, and develop the mLearning field activities in line with the approved Learning Links Work Plan and Activity Monitoring, Evaluation, and Learning Plan
- Manage the operations, configurations, coding, and functions of the ICT platform: Telerivet, Twilio, Custom Server, and its e-money component to track incentive payments for Tutor-Mentors and Learners
- Work with mobile operators to analyze reverse billing and short code functions and payments
- Update the mLearning system with Learner and Tutor-Mentor information
- Synthesize feedback from users and collaborate with M&E Specialist to create improvements
- Conduct pilot sessions of new technologies to leverage and support innovations in teaching and learning for Learners and Tutor-Mentors
- Develop a user guide for the mLearning system
- Conducts trainings for the Learning Links staff to improve knowledge of mLearning components
- Conduct effective mLearning coaching sessions for Learners and Tutor-Mentors to best utilize SMS and IVR messaging in line with the ABE curriculum
- Provide effective and regular communication and problem solving with Learners and Tutor-Mentors
- Coordinate the configuration and distribution of phones for Learners
- Perform other duties and responsibilities as assigned by the supervisor

Requirements:

- Bachelor's Degree or equivalent combination of experience in Education Technology, Computer Science/Information Technology or relevant experience assisting end users with use of IT services
- Strong computer skills, including hardware management, Excel and other Microsoft Office products
- Strong organizational skills and ability to work independently
- Understand and apply data confidentiality and integrity
- Portfolio of experience in website front-end design (HTML, CSS, Javascript)
- Good oral and written communication skills

Application:

Interested applicants are requested to provide a completed application by September 1, 2018 at 5:30PM to operations@learninglinks-liberia.com including the following:

- A letter of interest with a brief description of experience with mLearning and/or Education Technology
- A detailed CVs highlighting the degree of responsibility held in various assignments during the last ten (10) years