



IOM International Organization for Migration

**CALL FOR APPLICATIONS**  
**Open to Internal and External Candidates**

Position Title : **IT Consultant (e-Learning Platform)**  
Duty Station : **Republic of Moldova**

Type of Appointment : **Consultancy**  
Duration of Consultancy : **13 April 2023 – 18 May 2023 (five weeks)**  
Estimated Start Date : **As soon as possible**

Closing Date : **05 April 2023**

*Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.*

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

**Nature of the consultancy:** Assess the e-Learning Platform system for the Customs Service.

**Project Context and Scope:**

Present in Moldova since 2001, IOM, as the UN migration agency, endeavors to work with national authorities and in partnership with stakeholders from the international community to assist in meeting the operational challenges of mixed migration flows, while in the same time upholding the human dignity and well-being of migrants, advancing understanding of migration management issues, improving coordination and efficiency of national decisions based on a revised migration governance architecture, and supporting social and economic development through tailored migration management initiatives at both policy and technical level. IOM recognizes the need to establish adequate response mechanisms and strengthen an integrated approach to border management to ultimately facilitate, assist and protect conflict-affected populations crossing borders and ensure that safe pathways are guaranteed by rights-based policies and procedures.

In the light of the unfolding humanitarian crisis generated by the conflict in Ukraine, IOM expanded its support to national border authorities in their efforts to manage appropriately the massive cross-border inflows. It's Humanitarian Border Management (HBM) concept covers border operations before, during and after humanitarian crises which trigger mass cross-border migration. HBM recognizes the necessity of ensuring that border authorities have adequate institutional capacities and skills to respond appropriately to cross-border movements, in a way that protects crisis affected migrants and guarantees their human rights and interests, while respecting national sovereignty and security. IOM builds on the already established collaboration with the national authorities of

Republic of Moldova and based on the national authorities' request, to adopt a structured approach for identifying concrete modalities and providing specialized assistance to strengthen the national capacity. Such assistance is provided from the perspective of IOM's mandate and expertise, and in collaboration with relevant national authorities. One of the interventions for the strengthening of the institutional capacity related to enhancement of skills and operational capacity of the border institutions is through provision of trainings and consultancy services.

One of the priorities of national border institutions in the process of professional development of skills is the digitalization of training delivery, which aligns with one of the objectives of the country regarding the digital transformation in all spheres of activities. In addition, the global pandemic Covid-19 reconfirmed the importance of digitalization of training processes. During and after Covid-19 the e-learning industry has been experiencing fast growth and development, with increasing number of people becoming interested in on-line learning for both learning and teaching purposes. In this context, the Customs Service of the Republic of Moldova has requested the International Organization for Migration's specialized support for the assessment of the e-Learning Platform for its up-grade that can offer a range of training opportunities for a high number of customs personnel.

The E-Learning Platform, built in Moodle system, has been established within the Training Center of the Customs Service since December, 2012. It aims at the increase of professional competences and development of skills of customs personnel necessary for effective performance of service obligations. The E-Learning Platform was established to promote the concept of self-training of customs personnel through remote training and evaluation. Its functionalities allow the newly hired and experienced customs staff to access training courses and support information at own pace and availability, as well as to check and test the level of knowledge acquisition through Intranet address. It also provides reports for the administrators. The e-Learning Platform was last up-dated in September, 2016.

**Organizational Department / Unit to which the Consultant is contributing: Migration Governance, Immigration and Border Management**

PX. 0353 – Strengthening capacities for protection of Ukrainian refugees, third country nationals and host communities in Moldova

**Category B Consultants: Tangible and measurable outputs of the work assignment**

Under the present Terms of Reference, IOM Moldova is seeking qualified expertise from Consultant(s) or an enterprise/company that will offer specialized services in assessing the capacity of the established E-Learning Platform within the Training Center of the Customs Service for its up-grade. For a qualitative delivery of results, the incumbent(s) will make use of best practices and innovative E-Learning techniques and coordinate with the relevant counterpart. Through the support of the selected consultant(s)/Company and in collaboration with the national counterparts, IOM will deliver assistance for language interpretation, if needed.

Under the overall guidance of the IOM Chief of Mission and Programme Coordinator – Migration Governance, and the direct supervision of Programme Officer/IBG Unit, the incumbent will:

- a) conduct an assessment of the present E-Learning Platform system of the Customs Service's Training Center in close collaboration with the national counterpart and identify gaps of the

- present e-Learning Platform system related to technical specifications and of the Platform's functionalities;
- b) propose a set of recommendations related to the up-grade of the E-Learning Platform system taking into consideration various options related to technical possibilities and functionalities, inter alia, creation and delivering online courses; generation of random tests; generation of certificates upon completion of the course; grouping questions to certain domains; generation of assessment reports, etc.;
  - c) organise consultation meetings with the relevant staff of the Customs Service and IOM team and provide recommendations for the up-grade of the E-Learning Platform in terms of technical issues and Platform's functionalities;
  - d) undertake travels to and inside Moldova as needed for the implementation of consultation objectives;
  - e) prepare and submit a report on the assessment of the e-Learning Platform with recommendations for its development and up-grade by taking into account best practices in the domain.

#### **Expected Outputs and Deliverables**

<b>Nr.</b>	<b>Deliverables</b>	<b>Timeline</b>
<b>1.</b>	Inception report detailing the approach for the completion of consultancy and the structure of the final report	1 week after contract signature
<b>2.</b>	Assessment report of the Customs Service E-Learning Platform system and recommendations for its up-grade in terms of technical aspects and its functionalities with costs estimates for each option	In 6 weeks after contract signature

#### **Payment Modalities**

The consultant will be home based, with possibility to travel to Moldova or other location as needed. In case of travel, depending on the COVID-19 travel restrictions, the flights and daily subsistence allowance (per diem) at the official applicable UN rates will be covered separately by IOM Moldova. Any other administrative arrangement shall be a consultant's personal liability.

The payment will be done in 1 (one) instalment, upon submission of the deliverables.

IOM Moldova will provide financial resources for the organization of translation services, if needed upon agreement with the relevant national authority. The information/training session(s) will be delivered in person, with full application of COVID prevention measures.

The consultant must adhere to the International Organization for Migration (IOM) Data Protection Principles (IN/138) and maintain confidentiality.

The consultant will be responsible to follow IOM writing guidelines and latest glossaries in all given assignments for accurate translation.

### **Performance indicators for the evaluation of results**

Completion of tasks and submission of the deliverables as described in the relevant section, in collaboration with the national authority and IOM staff.

### **Education, Experience and/or skills required:**

#### **Education:**

Higher degree (Bachelor or Master) in the field of study related to IT Communication or a related field from an accredited academic institution with relevant professional experience.

#### **Experience:**

- Strong background with at least 5 years of experience in IT sector;
- Experience in developing E-Learning Platforms ;
- Excellent analytical skills, as well as reporting skills for clear and concise information, including recommendations on the basis of analyses;
- Excellent ability to collaborate with national institutions;
- Personal commitment, efficiency, flexibility, drive for results;
- Ability to work effectively and harmoniously with counterparts and colleagues from varied cultures and professional backgrounds;
- Strong understanding of the Moldova context is an asset.

#### **Language:**

For this position, good English command is required. The knowledge of Romanian is a key asset.

### **Travel required:**

YES – from the duty station to Moldova in case of an international Consultant as agreed with the programme manager, and inside Moldova as required for the completion of tasks.

### **Competencies**

#### Values

- **Inclusion and respect for diversity:** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **Integrity and transparency:** maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- **Professionalism:** demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

#### Core Competencies – behavioural indicators

- **Teamwork:** develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

- **Delivering results:** produces and delivers quality results in a service-oriented and timely manner; is action-oriented and committed to achieving agreed outcomes.
- **Managing and sharing knowledge:** continuously seeks to learn, share knowledge and innovate.
- **Accountability:** takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

***Other***

Any offer made to the candidate in relation to this special vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, security clearances and a valid COVID certification.

A prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

***How to apply:***

Interested applicants are invited to send the CV and cover letter in English to: [harchisinau@iom.int](mailto:harchisinau@iom.int)

Please, indicate the position you are applying for and reference code in the subject line of your message.

Closing date for applications is **05 April 2023**.

In order for an application to be considered valid, IOM only accepts the applications duly completed.

**Only shortlisted candidates will be contacted.**

***Posting period:***

From 22.03.2023 to 05.04.2023