

TOR – Data collection systems consultant (approx. 110 work days)

Start date: asap

End date: end of 2021

Background

The International Trade Centre (ITC) is the joint technical cooperation agency of the United Nations and the World Trade Organization whose mandate is to promote export of goods and services from developing and transition economies.

Collecting, sharing and analyzing corporate datasets in an efficient way is the essential ingredient for long-term success. In 2021 ITC began the implantation of its Data Management Strategy. The goal is to build a scalable, cloud-based and cost-efficient platform as the core component for improving reporting, client management and use of advanced analytics for global outreach and with feedback loops into ITC's trade-related technical assistance activities.

One of the Data management project's objectives is to harmonize ITC's approach to data collection and to help project teams with data collection and corporate reporting. To this end, a survey tool is being developed. The first part of this output is the creation of a library of templates and questions, which can be further expanded and modified in the future. The second part of the output is about the piloting of the templates with selected ITC teams, and applying resulting modifications and adjustments. As the template content depends on the corporate requirements for data collection and reporting, it will be developed under supervision of the Planning and Monitoring System Development Advisor in ITC's Planning and Performance Team / Strategic Planning, Performance Governance Section in the Office of the Executive Director.

Description of Duties/Responsibilities

Under the supervision of the Planning and Monitoring System Development Advisor, SPPG and as an integral team member of the Data management project, led by the Programme Officer (Data Management), the consultant will undertake the following tasks:

- Create, collect and sort questions for survey templates for client data collection in line with current and future corporate monitoring and reporting standards and guidelines.
- Set up templates for corporate questionnaires covering the requirements for reporting.
- Design survey templates using the SurveyMonkey designer.
- Test the library and templates on functionality and user-friendliness.
- Provide support to teams using the templates.
- Develop, regularly update and revise the master survey questions template.
- Categorize questions by the areas of change.
- Regularly update templates to integrate revision points concerning corporate reporting
- Develop master file translating survey question IDs into parameters for the data analysis.
- Update and develop mock-up dashboards for the reporting mart.
- Test client data dashboards.

Expected Outputs

Output 1: First version of ready-to-use templates for data collection by 31 August 2021.

Output 2: Completed documentation of the survey tool and template users by 30 November 2021.

Output 3: Master survey with all questions and question IDs finalized by 30 November 2021.

Output 4: Master file documenting the mapping of survey question IDs to the data analysis parameters developed by 31 August 2021.

Output 5: Mock-up dashboards covering reporting and business requirements prepared by 31 August 2021.

Education

Postgraduate degree (MA/MSc/MBA, PhD or other) in business administration, management, applied economics, data science or related subject.

Experience

- At least 4 years relevant experience in the area of data collection, analytics and/or development of business intelligence tools.
- Experience with quantitative and qualitative analysis.
- Experience in survey design with online survey tools, preferably through SurveyMonkey.
- Experience of working effectively in a culturally diverse team and with different stakeholders.
- Experience in data modelling and visualization is an advantage.
- Experience in knowledge management and/or monitoring and evaluation is an advantage.
- Experience with collaboration tools like MS Teams and SharePoint is desirable.
- Experience in a strategy department and/or operational management function of an international institution or in a multinational company is a plus.

Skills

- Creativity and technological awareness.
- Capacity to translate and integrate business requirements into technical / IT blueprints.
- Data literacy.
- Solid business analysis skills.
- Attention to detail.
- Ability to work independently and as part of a cross-functional team.
- Flexibility; able to adapt and meet deadlines in a fast-paced and dynamic setting.
- Excellent communication skills.
- Ability to maintain effective partnerships and working relations in a multi-cultural environment, with sensitivity and respect for diversity.

Language

Fluent in written and spoken English. Knowledge of other UN languages is an advantage.