CONSULTANCY / CONTRACTOR ANNOUNCEMENT

Position: Software Solutions Architect
Project/ Program: M-Mama Lesotho & Global
Location: Remote
Date Created: May 11, 2020
Length: Up to 9-months project (with possible renewal)

OVERVIEW OF TOUCH FOUNDATION

Touch Foundation is a non-profit organization founded in 2004 by an Emeritus Director at McKinsey & Co. to improve healthcare in Tanzania and throughout sub-Saharan Africa. At Touch, you will join a team of highly mission-driven professionals with diverse backgrounds and experiences, ranging from management consulting to clinical medicine. You will work closely with team members across all levels and functions, becoming an integral part of our commitment to improving health in sub-Saharan Africa. For more information about Touch Foundation, please visit our website www.touchfoundation.org.

POSITION SUMMARY

The M-Mama program is an intervention designed in collaboration with the foundation of a leading global telecommunications company to provide women and newborns in sub-Saharan Africa facing obstetric, peripartum, and post-natal emergencies with quick and efficient access to appropriate care. The M-Mama program depends on a software platform to facilitate access to emergency transportation (i.e. dispatch application) and health services and to track and report program activities. Patients in the community or healthcare workers in facilities make a toll-free call to a 24/7 dispatch center where a dispatcher remotely “triages” the patient supported by a decision-making application running on a tablet. If an ambulance is not available, the application allows the dispatcher to access information of enrolled community drivers that can be used to arrange alternative transportation. The dispatch application integrates with a mobile payment system, ensuring that drivers receive the pre-negotiated rate for the journey in their personal mobile money accounts as soon as transportation is successfully completed. An assessment of M-Mama’s impact estimated a >27% reduction in maternal mortality in districts in Tanzania.

We are seeking a consultant to work as a Software Solutions Architect to lead the design and development of the expanded software platform for the new M-Mama multi-country application that will support replication in Lesotho and other Sub-Saharan African countries. The Software Solutions Architect will initially work with Touch’s M-Mama team to finalize business and functional requirements of the improved application and complete the selection process of a software development firm. During the coding, testing and production phases of the software (that will require the re-build of the existing platform as well), the Software Solutions Architect will supervise the selected software developer in collaboration with Touch’s program staff to ensure quality of final design and product. Your goal will be to ensure the software platform framework operates properly and responds to the needs of the program teams in multiple countries where the M-Mama program will be expanded.

RESPONSIBILITIES AND DUTIES

- Plan and design the structure and architecture of the M-Mama multi-country software platform, using input from the M-Mama program team and other partners (e.g. Government, NGOs, and donors)
- Translate M-Mama program business requirements into functional architecture and suggest functional technology solutions, and support the development of a Business Requirements Document (BRD) and Functional Requirements Document (FRD)
- Provide technical leadership and support to the team in the tendering process, including but not limited to:
– Assessing budgetary needs, which may include estimating upgrade costs or specific development needs
– Assessing and evaluating appropriate software or hardware and suggest integration methods
– Drafting the technical section of the request for proposals (RFP)
– Contributing to the selection of vendors through technical review of documents, interviews and other criteria for selection

■ Supervise software development firm during coding, testing and production phases of the software:
  – Communicate system requirements to software development teams
  – Manage the relationship with software development teams and provide software design and implementation progress updates and reports
  – Ensure solution development and quality control
  – Ensure the implementation of agreed architecture and infrastructure
  – Assist with solving technical problems when they arise
  – Support software testing and finalization
  – Support development of user and technical manuals

■ Provide technical guidance to Touch’s team members and address technical concerns, ideas and suggestions within the broader M-Mama program.

The Software Solutions Architect will work with Touch’s M-Mama program teams and will be under the direct supervision of the Program Director (a former A.T. Kearney management consultant) and of the Chief Program Officer (a former McKinsey & Co. Senior Engagement Manager).

As project descriptions cannot be exhaustive, the Software Solutions Architect may be required to undertake other duties that are broadly in line with the above key duties.

QUALIFICATIONS & SKILLS

■ Proven experience as a Software Solutions Architect or IT Consultant (minimum 5 years’ relevant experience)
■ Masters or Doctorate degree in relevant field (e.g. Computer Science, Engineering or a related field) or equivalent demonstrated professional experience
■ Prior experience in developing countries preferred
■ Experience in project management and service-oriented architecture (SOA) preferably in healthcare ICT systems context
■ Hands-on experience with software development and system administration, particularly in software architecture design
■ Experience in selection and tender process for software development vendors
■ Understanding of strategic IT and software models and solutions in a developing country context
■ Familiarity with various interoperability platforms and system integration models and frameworks, in particular those used in health systems in developing countries (e.g. DHIS2)
■ Ability to self-manage and work independently without day-to-day oversight to complete deliverables on time and at a high level of quality
- Excellent oral and written communication skills, especially presentations and demonstrations
- Leadership, negotiation, organizational and problem-solving skills, and excellent attention to detail
- Good judgment and discretion to represent the Touch Foundation in a highly professional manner, as well as respect for local culture

**LEGAL DISCLAIMER**

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required. Management may at its discretion assign or re-assign duties and responsibilities to this job at any time. This job description does not change the at-will employment relationship existing between the organization and its employees. Touch Foundation, Inc., is an equal opportunity employer (M/F/D/V).

To apply, please submit your resume and two past project samples to jobs@touchfoundation.org. In the body of the email, please specify your available start date and daily rate in USD. We request no calls.