

HIGHER EDUCATION COMMISSION
Higher Education Development in Pakistan (HEDP)

Job Description
LMS Solution Engineer

Job Title:	LMS Solution Engineer
Category:	Project Management
Duty Station:	Islamabad
Type of Contract:	Contractual Appointment
Expected Starting Date:	
Duration of Assignment:	Till the completion of the project, based on satisfactory performance
No. of Position(s):	one

BACKGROUND:

Higher Education Commission (HEC) is embarking upon the Higher Education Development in Pakistan (HEDP) Project funded by the World Bank. The project aims, among other objectives, to strengthen governance in the higher education sector of Pakistan.

Given information technology's cross-cutting and transformative nature, HEDP has several activities that aim to leverage IT to improve Pakistan's teaching, learning, and research environment. One of the key components is to put in place a private cloud for HEIs to be utilized.

HEDP is looking for a detail-oriented professional, with a clear understanding of tools and technologies available regarding Learning Management Systems and in relation to the cloud.

PROJECT DESCRIPTION:

The project supports the implementation of a subset of activities from the Higher Education Commission's (HEC's) Vision 2025, which is in line with the broader development framework for Pakistan as envisaged in the Government's Vision 2025. The project will be implemented over a five-year period of 2019/20 – 2023/24.

In essence the objectives of the project are to support research excellence in strategic sectors of the economy, improve teaching and learning, and strengthen governance, in the higher

education sector. More information on HEDP can be found here: <http://projects.worldbank.org/P161386?lang=en>.

CORE RESPONSIBILITIES:

The Solution Engineer will be part of the Project Coordination Unit responsible for working with internal and external stakeholders to ensure technical delivery. Should have experience in IT management systems, high-level design as well understanding of their network connectivity.

Job Responsibilities:

- Should be able to work with HEC cloud team to translate the high-level design into HEC IT environment.
- Work closely with the vendor to assist in the implementation phase as well as to ensure the delivery as per design and project plan
- Assist in Training end users during the adaptation phase.
- Setup the analytics and report around the performance and utilization
- Work with NOC to set up points of monitoring and alerting for the system
- Verify the integration design, performance, and monitoring
- Assist in defining the processes of System Access, security, and operations.

Key Skills and Competencies:

- Hands-on experience in any if not all of basic IT infrastructure technology would be nice that includes databases, Application configuring, troubleshooting, cloud, and storage.
- Good understanding of Application Programming Interfaces (APIs) or middleware.
- Good awareness of cyber security and knowledge of networking.
- Excellent communication and organizational skills, and the ability to stay focused on completing tasks and meeting goals within a busy workspace.

MINIMUM QUALIFICATIONS:

Education:-

- At least sixteen years of education (a Master's degree would be a plus) specializing in ICT/Engineering/Computer Science/Information Management or equivalent.
- Related Certification would be a plus.

Work Experience

- 5+ years of practical relevant experience in a similar role.