



Republic of Ghana

**Ministry of Communication, Digital Technology and
Innovation**

Ghana Digital Acceleration Project (GDAP)

(IDA – 70960 GH)

Terms of Reference

For

DIGITAL APPLICATIONS SPECIALIST

Contract ID:



March 2025

TERMS OF REFERENCE FOR DIGITAL APPLICATIONS SPECIALIST

1.0.Introduction

The Ministry of Communication, Digital Technology and Innovation has received financing in the amount of US\$ 200 million (two hundred million US dollars) from the World Bank toward the cost of the Ghana Digital Acceleration Project (GDAP). The GDAP Project officially commenced after it has received both cabinet and parliamentary approval in June 2023.

The GDAP aims to expand access to broadband, enhance the efficiency and experience of selected digital public services, and strengthen the digital innovation ecosystem. To achieve this objective, the project will consist of three interlinked technical components, in addition to the Project Management and Coordination Component and a Contingent Emergency Response Component (CERC) to address the key binding constraints for the development and attainment of a digital economy. The GDAP is structured into four main components as follows.

Component 1: Ensuring Inclusive and Safe Digital Transformation

This component aims to support the government’s continued efforts to build solid foundational building blocks for inclusive and safe digital transformation. The activities are designed to establish enabling regulatory and institutional frameworks for a competitive broadband market, to expand coverage of broadband networks in lagging areas; and, to strengthen cybersecurity and data governance, protection, and privacy.

Component 2: Modernizing Digital Government Services

This component aims to establish an agile, user-centric digital government model in Ghana by making investments that improve the front-end user experience of digital public services and increase the efficiency of back-end government systems. The activities are focused on building next-generation government infrastructure and delivering transactional and digital-by-design public services by supporting a shift in service delivery.

Component 3: Support for Digital Transformation of Productive Strategic Sectors

The component aims to empower digital technology entrepreneurs and firms to bring digital-driven, innovative products to emerging and frontier markets as a critical step in achieving a diverse digital economy. The project aims to strengthen the local digital entrepreneurial and innovation ecosystem and support digital start-ups and firms that can help develop data-driven digital products and services.

The Project will be coordinated through the Ministry of Communication, Digital Technology and Innovation (MoCDTI) as the Project implementing institution. A dedicated Project Coordination Unit (PCU) is thus being set up and operationalized at MoCDTI that will have overall responsibility for supporting project preparation and implementation.

2 Objectives of Assignment

The objective is to recruit a dynamic and results-oriented individual as a **Digital Application Specialist** to act as the primary technical advisor to and supervise the technical implementations of GDAP. The individual will also provide advisory, supervision and implementation support to the Application programs under the GDAP.

3 Scope of Services

Applicant is expected to undertake the following:

Technical Support

- Act as primary lead for Component 2 of the GDAP, which includes activities covering strengthening institutional arrangement for digital governance, development of government online services portal and expansion of transactional government e-service availability, and e-Workspace for the public sector.
- Provide advice on policy issues arising and affecting digital government and digital public services and develop policy paper(s) on key problems that require high-level attention;
- Stay abreast of emerging digital government trends, in order to advise management and project stakeholders on new developments and emerging best practices that may positively shape project design, planning etc., including conducting ad hoc research as needed;
- Support development and review of enabling guidelines, policies, and procedures as needed, in conjunction with relevant stakeholders, ensure that corresponding standards are embedded in activity design and delivery;
- Support in developing annual plans; timely, high-quality implementation of activities; budget allocation and execution, monitoring and evaluation of project implementation and deliverables;
- Support the Procurement Specialist and key stakeholders and beneficiaries prepare/refining/reviewing technical terms of reference and bidding documents, and related selections for Component 2 related activities of the GDAP;
- Conduct detailed reviews of technical contract specifications and deliverables for the implementation of all applications and activities under Component 2 of the GDAP Project.
- Support the update of the Project Implementation Manual (PIM) when modifications or supplements to them are needed;
- Liaise and coordinate with the Government agencies (MoCDTI, NITA, OHCS, PRAAD, Ghana Meteorological Agency, Civil Service Training Center, etc.) and private stakeholders involved in the implementation of activities under Component 2 of the GDAP Project, as delegated by the Project Coordinator.
- Participate in meetings, seminars, conferences, and other events and programs organized by the Government of Ghana, the Bank, other development partners and other organizations with respect to questions that are related to Component 2 of the GDAP and the wider Bank-financed program and projects as delegated by the Project Coordinator.
- Provide agile support with ad hoc projects.

Oversight and Supervision

- Coordinate and manage all key activities related to all applications under Component 2 of the GDAP, including coordination of the activities of the selected consultants, vendors, and service providers to ensure their timely and effective delivery in accordance with the Project Implementation Manual;
- Regularly monitor and report to the Project Coordinator and the Project on the progress and results against operating and financial objectives on Component 2 of the GDAP;
- Monitor the execution of contracts procuring goods, works and services under Component 2 for the GDAP;
- Liaise with parties to ensure delivery of activities against agreed timelines and technical specifications for activities under and Component 2 of GDAP;
- Contribute to periodic update, as necessary, of the Procurement Plan (PP) and Project Procurement Strategy Document (PPSD) of the Project;
- Cooperate with respective M&E team, and support data collection and provide required inputs to M&E related work;
- Track impact regularly and prepare regular reports on progress with actionable recommendations for improvement where applicable;
- Provide inputs to the Project Coordinator on the development of the reports to the Government of Ghana and the World Bank;
- Support citizen engagement and communications activities around Component 2;
- Escalate internal/external issues/concerns/risks promptly to ensure matters are addressed timely so as not to affect schedules.

Quality control

- Assessing and ensuring the quality of e-applications, deployed in-house or by vendors or partners, under the Project, to ensure innovative solutions, user-friendly services, and conformity to technical specifications and contractual obligations.
- Ensuring the development of interoperable systems, for data, software, hardware, and systems, based on open architecture, international standards, and vendor-neutral technologies.
- Reviewing project reports submitted by vendors or partners for deployment of all e-Application solutions under Project.

Training and documentation

- Overseeing the training and capacity building of users and government agencies in the adoption and use of e-applications, including those developed under the project.
- Ensuring strong documentation of all e-applications is in place within Ministry, and systems and procedures are well defined for maintenance, and longer-term support.
- The Digital Applications Specialist will help train staff within the Ministry of Communications and Digitalization as part of capacity building within the MoCD to provide technical support and advisory beyond the project life span.

Longer-term maintenance

- Establishing strong mechanisms for the longer-term operations, support, maintenance, administration, and upgrade of e-applications developed under project, including, but not limited to, with contractual provisions, licensing, service-level agreements, and partnerships.

- Coordinating and maintaining consolidated software, application software and database licenses issued for government agencies.
- Participating in meetings, workshops, seminars, and conferences for the purposes of implementing e-Government platform projects.

Other Functions

The Digital Applications Specialist will perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the World Bank-funded projects being implemented by the Ministry.

4 Reporting and Time Schedule

Reporting Requirement

The Digital Applications Specialist will report to the Project Coordinator of GDAP.

Duration of Assignment and Deliverables

The duration of this assignment is one year and will be renewed on a yearly basis, based on satisfactory performance.

The Digital Applications Specialist will be based in the offices of MoCDTI in Accra and submit Monthly, Quarterly, Bi-Annual and Annual reports on the activities under the above-mentioned component under his supervision.

5 Qualification Requirements

Academic Qualifications

Master's degree in computer science, Information and Communication Technology (ICT), Information Systems or equivalent, with a minimum of 7 years of relevant work experience.

Possession of Prince2 or PMP certification is an added advantage.

Technical competencies:

- Track record of managing large-scale IT projects in a variety of technical roles;
- Experience in the definition, design and delivery of population-scale, secure IT solutions;
- Experience across the entire technology stack, including server, database, network, and storage, is ideal;
- Experience in development of technical specifications and functional requirements for major IT systems to be included as part of the respective tender documentation;
- Proven experience implementing IT applications, systems and platforms that are based on large datasets (preferably government datasets from across MDAs) that require best practice data governance, collection, cataloguing, cleaning, wrangling, formatting and integration;
- Demonstrated experience in managing vendor contracts, consulting firms and teams of IT systems developers;

- Demonstrated theoretical knowledge and practical experience in multiple IT domains relevant to project execution and management experience;
- Experience in System Integration for projects involving multiple partner institutions, and work on interoperability will be considered an asset;
- Strong understanding of IT management best practice frameworks;
- Demonstrates a solid knowledge of a wide range and mix of digital platform and services financing alternatives, procurement options and business models.
- Familiar with ICT policy and legal framework of Ghana.

General Competencies (management, leadership, communication, problem solving, monitoring, coordination, stakeholder management etc.)

- Excellent written and oral communication skills on both technical and non-technical topics.
 - Strong interpersonal skills, in particular, demonstrated team leadership qualities and excellent oral communication skills; and
 - Ability to work effectively across multiple cross-functional teams to proactively resolve problems; support and engage key stakeholders; as well as work effectively across boundaries even without active guidance from the management.
 - Demonstrate excellent interpersonal skills; including the ability to work independently, effectively in a team/task force as a team member or leader, and with senior staff and managers.
 - Demonstrated ability to listen and integrate ideas from diverse views, create partnerships and collaborate with others, advocate and influence, resolve conflicts constructively,
 - Proven ability to conduct research independently and present results effectively.
 - Impeccable planning, organization, and time management skill; Ability to work well under pressure and to meet tight deadlines.
 - Demonstrates a high level of motivation, confidence, integrity and responsibility.
 - Strong problem-solving skills with the ability to provide solutions to emerging challenges.
 - Experience leading change, taking initiative, and driving results.
 - Computer literacy including Microsoft packages.
 - Excellent communication skills – both written and verbal, including the capacity to communicate complex and technical issues in simple terms.
 - Proven ability to clearly and concisely prepare, present and discuss recommendations at senior levels and to produce deliverables such as memoranda, recommendations, requirements documents, and status reports.
 - Fluency in English is essential.
- Should demonstrate a high degree of professionalism and integrity.

6 Data, Facilities and Personnel to be provided by the Client

MoCDTI will provide relevant tools and suitable office space for this role.

MoCDTI will furnish copies of project implementation documentation and other information relevant to the assignment.