

## **JOB DESCRIPTION: MOBILE SOLUTIONS PROJECT MANAGER**

### **Vital Wave**

Vital Wave is an international professional services firm specializing in the design and implementation of large-scale digital solutions in low- and middle-income countries (LMICs). Vital Wave believes that universal access to digital tools and services can truly transform lives. As strategic investments are made in technology solutions to drive social and economic impact, Vital Wave provides end-to-end services to help these solutions achieve national or international scale. The firm is a recognized leader in designing and implementing digital health solutions for low-resource environments and has teamed with foundations, development organizations, and national governments to develop and implement sustainable digital health programs across Africa, Latin American, and Asia.

Vital Wave takes a private-sector and human-centered design approach to create scalable and sustainable solutions through practice of the Principles for Digital Development and is an active member of digital-for-development communities including the Open Health Information Exchange (OpenHIE). Vital Wave is a women-owned business that promotes gender equality throughout its work. For more information on the firm's capabilities, services, and examples of work visit [www.vitalwave.com](http://www.vitalwave.com).

Vital Wave seeks an exceptional candidate to augment its team as a Project Manager to support its work in a new partnership to design, develop, and implement digital solutions to support malaria elimination. This position reports to the Director of Technology Solutions and is structured as an initial 18-month, full-time employment contract with the option to extend to 36 months or become permanent, pending mutual interest and performance.

### **Digital Data Solutions to Support Malaria Elimination**

Surveillance systems are the backbone of malaria elimination programs, providing vital information on where parasites can be found in people, where transmission is occurring, how interventions should be targeted, and whether regions are progressing towards malaria elimination goals. Landscape assessments of surveillance information systems and data collection tools reveal gaps in existing platforms that prevent countries from rolling out fully integrated information systems that can collect timely, high quality data and facilitate appropriate decision making for elimination. In order to provide countries with a comprehensive malaria information system for quality and timely decision making, Vital Wave is partnering with the Clinton Health Access Initiative (CHAI) and a consortium of technology and programmatic partners to work together to enhance DHIS2 (the de-facto health management information system and malaria surveillance platform in many countries), update and develop mobile platforms to address the identified gaps, and roll these tools out in ten priority countries.

### **Project Manager**

Under the direction of Vital Wave's Director of Technology Solutions, the Project Manager will be responsible for leading several multi-partner and collaborative workstreams to create a modular

technology solution and set of global common goods for use by technology providers and implementers who seek to eradicate malaria. Workstreams include the following:

### **1. Global community of practice:**

The Project Manager will be responsible for establishing and leading a global community of practice (CoP), comprised of organizations who design, develop, or implement technology solutions for malaria elimination programs. As the shepherd of the CoP, the s/he will:

- Identify and engage key organizations to participate as active community members.
- Establish an initial governance framework, set of guiding principles, and meeting cadence in consultation with prospective members.
- Establish virtual platforms for collaboration and information sharing, for community members to communicate, track and manage technology workstreams, and share knowledge and other work outputs.
- Engage community members equally and consistently to ensure that their knowledge informs the design and implementation of technology workstreams.
- Ensure that new and evolving evidence, guidelines, information and other materials are proactively and effectively disseminated to community members.
- Be both inclusive and objective, to lead the community to consensus on complex issues, garner buy-in and commitment, and hold members accountable for their contributions.
- Establish technical working groups to produce global, common goods, including a common data dictionary to enable interoperability between modular technology components and open-source software libraries to fill key feature gaps in technology components.
- Plan, coordinate, and run in-person convenings as needed to accomplish key objectives.

### **2. Requirements development:**

The Project Manager will be responsible for developing a set of flexible requirements for a modular technology solution that can be adapted for use in multiple contexts, based on environment, culture, and burden of disease. S/he will:

- Define and document the requirements development methodology and plan, using human-centered design techniques and adhering to the Principles of Digital Development.
- Travel to multiple endemic countries in Sub-Saharan Africa, the Greater Mekong Subregion, and Mesoamerica and Hispaniola to conduct collaborative requirements development.
- Consult with experts in digital health and malaria.
- Assess the current functionality of existing technology solutions through consultation with the community of practice.
- Engage the community of practice to review, contribute to, and endorse the requirements.
- Produce a software development roadmap and comprehensive, high-quality requirements documentation complete with visual mockups, process maps, and

prioritized functional and non-functional requirements such that the requirements can easily be executed by a technology partner.

### **3. Technology partner management:**

The Project Manager will be responsible for onboarding technology partners, developing partner relationships, contributing to detailed project planning, and managing partner work outputs to ensure alignment with the larger objective of malaria elimination. S/he will:

- Develop technical request for proposals (RFP) requirements and run the RFP process.
- Establish an independent review panel to evaluate proposals and select winning organizations to become core technology partners, and negotiate and finalize their scope of work.
- Cultivate technology partner relationships following the contracting process.
- Work closely with technology partners to develop detailed project plans and software development roadmaps based on requirements documentation.
- Work with technology partners to adapt software APIs and produce comprehensive documentation on use of APIs to enable integration with other technology components.
- Establish the process for, and document the results of, testing modular components developed by technology partners and several integrated versions of the whole solution against the variable requirements identified.
- Document the integration and the testing process such that it can be replicated by other implementers.
- Serve as the key point of contact across technology partners, track progress and risk, and provide routine updates to other core partners.
- Work closely with implementing partners to conduct and document results of field testing of technology components and instances of the integrated solution in target countries.
- Coordinate iterative development with technology partners to address outcomes from field testing and deployment.
- Assist implementing partners in adopting or developing tools and processes to monitor usage and performance of implemented solutions.

### **Qualifications:**

- Demonstrated ability managing large-scale technology-related projects required. Experience managing technology vendors including software, hardware, or service providers preferred.
- Experience coordinating and facilitating virtual and in-person meetings with diverse stakeholder groups to achieve consensus and drive results. Active participation in virtual working groups, communities of practice, or other collaborative groups preferred.
- Strong working knowledge of technology platforms used in disease surveillance or digital health and experience designing, developing, implementing or assessing disease surveillance or digital health platforms in low-resource settings strongly preferred.
- Demonstrated experience developing requirements documentation for large-scale technology solutions required. Experience managing software development teams preferred.

- Experience working with open-source technologies, software development kits, establishing interoperability between platforms, and integrating platforms preferred.
- Excellent interpersonal skills with ability to interact culturally, linguistically, and diplomatically with diverse internal and external individuals.
- Takes initiative, self-motivated, resourceful, dependable, with strong attention to detail.
- Excellent English verbal and written skills, and ability to communicate technical concepts to non-technical audiences required. Proficiency in one or more foreign languages viewed favorably.
- Advanced proficiency in the MS Office Suite and the ability to conceptualize and prepare presentation materials required.
- Strength in diplomacy and communicating with a broad and culturally diverse audience. Experience living and working in low-resource settings strongly preferred.
- Ability to work remotely and interface with global virtual team members (possibly at odd hours).
- Ability to travel approximately 25-50% of the year.

**Required Experience:**

- Bachelor's degree required in engineering, information technology, public health, international development, or documented equivalent experience in related field. Master's degree preferred.
- Minimum of 5 years of experience working in technology project management, preferably in disease surveillance, digital health, or international development.

**Job Location:**

Virtual, with anticipated travel to the United States, Europe, Sub-Saharan Africa, South-East Asia, and Latin America.

**Terms:**

This position reports to the Director of Technology Solutions and is an initial 18-month, full-time employment contract with the option to extend to 36 months or become permanent, pending mutual interest and performance.

**Contact:**

To apply for this opportunity, please send your CV and cover letter to [info@vitalwave.com](mailto:info@vitalwave.com).