

**DEPARTMENT OF SCHOOL EDUCATION
GOVERNMENT OF PUNJAB**

**The Project Management Unit (PMU) of the World Bank financed
Punjab Outcomes-Acceleration in School Education (POISE)**

Terms of Reference for hiring

Business Analyst (IT)

1. Basic Details:

- Duty Station: Mohali, Department of School Education (DoSE), Mohali, Punjab.
- Language Required: English, Hindi. Punjabi preferred.
- Date of Commencement: To be notified at the time of selection.
- Duration of Contract: Three years (renewable subject to satisfactory performance and/or validity of the project).

2. Background:

The Government of Punjab (GoP) has prioritized education as a key area for development with an aim to build an inclusive and quality education system for all. There are more than 2.5 million students enrolled in more than 19,000 government schools. The Department of School Education (DoSE), GoP, is preparing the Punjab Outcomes-Acceleration in School Education (POISE) operation to be implemented with assistance from the World Bank, with a Program-for-Results (PforR) financing instrument. The program is a subset of the government program for school education in Punjab Vision 2047. The Program Development Objective (PDO) is to improve the school education outcomes and strengthen the school education system management in Punjab.

The program has four results areas:

Result area 1: Improved foundational learning skills at pre-primary and primary levels.

Result area 2: Improved teacher effectiveness.

Result area 3: Improved school-to-higher education and work transition.

Result area 4: Decentralized and user-centric system of school management.

The DoSE intends to hire one (1) Business Analyst to oversee business process reengineering and software requirements specification. S/he must possess additional skills in BPR methodologies, SRS and FRS development, requirements elicitation and analysis, collaboration and facilitation, and quality assurance and validation. S/he would require a combination of analytical, communication, technical, problem-solving, domain

knowledge, documentation, and adaptability skills to effectively bridge the gap between business needs and technical solutions in IT projects.

3. Objectives and Scope:

The overall objective of the IT Unit is to provide strategic technical assistance and support for enhancing educational administration and operations within the Department of School Education, Government of Punjab. The Business Analyst will be expected to assist the Project Director in the following tasks:

- Evaluate existing processes within the Department of School Education (DoSE) and identify opportunities for improvement through BPR methodologies to enhance efficiency and effectiveness.
- Collaborate with stakeholders to gather and analyze requirements, and translate them into comprehensive SRS and FRS documents for IT projects within the State Project Management Unit (PMU).
- Conduct interviews, workshops, and analysis sessions to elicit, document, and validate business requirements, ensuring alignment with organizational objectives and IT capabilities.
- Foster effective collaboration between business stakeholders and technical teams by facilitating communication, resolving conflicts, and ensuring mutual understanding of project goals and requirements.
- Define and implement quality assurance processes to ensure that deliverables meet specified requirements and quality standards, conducting validation activities to verify successful implementation and user satisfaction.
- Act as a liaison between business users and IT developers, translating business requirements into technical specifications and ensuring that proposed solutions address user needs while adhering to technical constraints.
- Prepare and submit periodic status reports of all ongoing assignments, and related issues to his/her reporting officer.
- Liaise with related personnel to analyze and define the user requirements/ division requirements of IT/e-Governance Solutions and develop the proposals as required.
- Coordinate with the World Bank team, other project implementation team members, line departments, educational institutions, training providers, and other stakeholders to establish necessary project coordination and accomplish operational requirements for day-to-day tasks.
- Participate in and/or organize relevant seminars, workshops, consultations, etc. as and when required; review the capacity-building requirements of the concerned staff on a regular basis.

- Any other relevant task assigned by the Project Director and IT Software Acquisition and Implementation Expert from time to time.

4. Reporting and review:

The Business Analyst will report to the IT Software Acquisition and Implementation Expert and work under his/her direct supervision on a day-to-day basis.

5. Educational Qualifications and Experience:

This position requires dynamic, experienced, and analytical professionals with demonstrated experience in managing work with programmatic interventions related to improving school education outcomes. The following are the minimum requirements for applying for this position:

Mandatory:

- B.E. / B.Tech. with specialization in Computer Science / Information Technology or MCA or Masters in Science with specialization in Software Engineering / Computer Science / Information Technology.
- Minimum 5 years of professional experience relevant to the position.

The following qualifications and experiences over and above mandatory criteria will be provided extra marks:

- Ability to read, write, and speak in Punjabi.
- Experience of working with the government.
- Additional relevant professional experience above the required mandatory criteria.
- Demonstrated experience in successfully gathering, analyzing, and documenting business requirements for software development projects
- Certifications relevant to Project Management, SDLC, or similar.

6. Skills Required:

- Proficient in business process reengineering methodologies, with extensive experience in crafting comprehensive Software Requirements Specifications (SRS) and Functional Requirements Specifications (FRS).
- Skilled in requirements elicitation and analysis, adept at identifying and prioritizing stakeholder needs to ensure unambiguous requirements documentation.

- Strong facilitation skills to lead productive meetings, resolve conflicts, and foster consensus among stakeholders with diverse perspectives and priorities.
- Thorough understanding of both business requirements and technical specifications, enabling effective translation of business needs into actionable requirements for the development team.
- Commitment to ensuring the quality and alignment of IT solutions with organizational objectives, through thorough validation and coordination of feedback and revisions.
- Proven ability to think critically and creatively, identifying root causes of problems and proposing innovative solutions to streamline operations and improve productivity.
- Domain knowledge relevant to the industry or business domain, enabling a deeper understanding of business processes, requirements, and challenges.
- Adaptable and responsive to changing project requirements and priorities, with a continuous willingness to learn and evolve in line with emerging technologies and industry best practices.

7. Remuneration:

The remuneration for the incumbent would be commensurate with respect to the qualifications and experience. Travel/other expenses if any will be paid as per policy guidelines. The Business Analyst (IT) will be located at the DoSE office in Mohali, Punjab during the contracted period. The position may require some travel including to district/blocks and local levels within the state of Punjab, as per project requirements.

8. Application Procedure:

For standardisation purposes, candidates will fill in the required information only in the blank MS Word document which will be provided on the website ssapunjab.org. After filling in the required details, the candidate will print the form, sign it, scan it, and convert it into a PDF document. In addition to this, the candidate will share their updated CV. The final document, along with the CV, should be emailed to hr.poise@punjab.gov.in.

No Physical applications will be entertained.

Candidates who meet the above criteria will be shortlisted and invited for a personal interview.

