

Service Delivery Specialist (Electrical and Energy Engineer) - Ariana Regional Office

The Tunisia Accountability Decentralization and Effective Municipalities (TADAEEEM) program is funded by the United States Agency for International Development (USAID). The program aims to help the Government of Tunisia decentralize governance to the institutions closest to its citizenry and continue to strengthen its nascent democracy. The project, alongside a team of subcontractors, works on enhancing citizen participation in the process of governance as well as the government's capacity to deliver the services that citizens prioritize. The project team works in 12 Governorates, 33 adjacent municipalities, and with the central government in Tunis to ultimately strengthen the ecosystem of stakeholders and institutions across the country. Outside of Tunis, the project holds 5 regional offices. The project aims to recruit one or two Service Delivery Specialists (SDSs) for each regional office.

Objectives of the project

The Service Delivery Specialist (SDS) in the regional offices monitors and supports the progress in the development of priority services provided by the municipality.

Specific tasks

The Service Delivery Specialist (SDS) will undertake a set of tasks to enable the implementation of TADAEEEM methodology in municipalities and regional hubs by:

- Working closely with service experts to document weaknesses, gaps or other defects in the value chain of each service and maintaining a service reference relative to norms;
- Participating directly in the process of developing service improvement plans that consolidate, hierarchize, and prioritize the necessary interventions;
- Providing technical assistance to municipalities in improving their services and ensuring knowledge transfer;
- Developing the tools and standards necessary to improve services in close collaboration with experts and support teams in Tunis;
- Contributing to the implementation of service improvement plans and monitoring progress, with particular attention to identifying significant changes and challenges, and using this information to develop follow-up actions as required;
- Preparing periodical status reports.

Place of mission

The SDS will be based at the Ariana regional office located at the Tunis office, but will have to travel regularly to the target municipalities.

Reporting

The SDS reports directly to the Regional Manager. He also collaborates with the Tunis technical teams and experts under the supervision of the Regional Manager.

Qualifications

The SDS should ideally hold an engineering degree and should have the following qualifications:

- Technical skills in electrical engineering in low and/or high voltage;
- Advanced knowledge of electrical equipment and components for the development of new electrical networks or the replacement of existing ones;
- Mastery of the various safety and construction standards, as well as computer-assisted design software;
- Knowledge of the various installation and maintenance works of the electrical networks and planning of monitoring;
- Optimization of electricity networks management, in particular the public lighting network;
- Carrying out the energy diagnosis of the installations and evaluation of energy efficiency;
- Design of optimal technical solutions for better energy efficiency (including reduction of energy bills);
- Knowledge of electrical and thermal energy production processes;
- Knowledge of process engineering ;
- Extensive knowledge of renewable energies and the various possible sectors;