



Issued on: 25 October 2017

Deadline For Application: 08 November 2017

ROSTER: E-learning Specialist/Instructional Technology Specialist

TYPE OF CONTRACT: International Consultant

DUTY STATION: Rome, Italy

ORGANIZATIONAL UNIT: PARTNERSHIPS AND SOUTH-SOUTH COOPERATION DIVISION (DPS)

DURATION: Up to 11 months, with 3-month probationary period, on a WAE basis.

FAO seeks gender, geographical and linguistic diversity in its staff and international consultants in order to best serve FAO Members in all regions.

Qualified female applicants and qualified nationals of non-and under-represented member countries are encouraged to apply.

Persons with disabilities are equally encouraged to apply.

All applications will be treated with the strictest confidence.

Organizational Setting

The Partnerships and South-South Cooperation Division (DPS) is in charge of developing and strengthening external partnerships to facilitate delivery on FAO's mandate; advocacy for gender equality and women's empowerment; capacity development; land tenure; and south-south cooperation. The Capacity Development Unit (DSPC) of the Partnerships and South-South Cooperation Division (DPS) is responsible for delivering and strengthening capacity development activities that will help to accomplish FAO's mandate. A major activity within the unit is the design, development and delivery of e-learning and associated learning programmes.

FAO International Consultants and Call purpose

The Organization frequently engages experts to work on short-term projects as international consultants. An international consultant is engaged by the Organization to provide expertise, skills or knowledge for the performance of a specific task or piece of work, which would be short-term by nature. The assignment may involve full-time or part-time functions similar to those of staff members. The assignment can be from 1 month up to 11 months. The possibility of extension is subject to satisfactory performance and depending on the resources and needs of the Organization.

The objective of the Call is to attract suitable individuals to undertake C-level consultancies to support the creation, delivery and monitoring of e-learning courses being developed by the Capacity Development Unit for use in FAO Member Countries. Individuals meeting or exceeding the requirements of the Call will be included in the Divisional Capacity Development Specialists Roster. Experts who are registered in the Roster are available for consideration whenever relevant opportunities arise related to instructional technology.

Reporting Lines

The consultant will work under the general guidance of a Capacity Development Officer.

Technical Focus

Produce, deliver and disseminate interactive e-learning courses and learning materials, in the various technical areas related to FAO's mandate, priorities and strategic framework, and the SDGs.

Tasks and responsibilities

The assigned tasks and responsibilities related to the elearning course creation can include the following elements:

- Develop engaging learner-centred courses, rich in interactive elements, examples, knowledge assessment tests and case-based scenarios.
- Design and develop the graphical interface, layout, visual and navigation elements for the e-learning courses, according to FAO standards and quality criteria, and in close collaboration with the Instructional Designers of the DPSC E-learning Team, to support the understanding of the concepts presented in the lessons.
- Select, in coordination with DPSC instructional designers, the most appropriate instructional multimedia to increase learner retention, according to the target audience needs, characteristics, context and environment.
- Liaise with DPSC Instructional Designers, FAO Technical Divisions, external experts and partners to coordinate the production, technical peer review process and quality assessment of the e-learning courses before publication.
- Create knowledge assessment tests and exercises (multiple choice, matching/drag-drop, multiple answer, ordering, etc.) to be integrated in the lessons to assess the knowledge of the learners, based on Kirkpatrick evaluation model.
- Create additional learning elements such as glossary, learner tutorials, performance support tools and other resources to be integrated in the course.
- Liaise with E-learning Systems Developers and Instructional Designers for the release of the course on the FAO E-learning Centre website.
- Test the finalized e-learning course, ensure that all links and resources are available, and support the release of the final product.
- Undertake the conversion of e-learning materials and related job aids for use in face-to-face training workshops.

The assigned tasks and responsibilities related to the elearning Course Delivery / E-learning System Management (LMS) can include the following elements:

- Manage and maintain content on the FAO E-learning centre's learning management system;
- Deploy the e-learning courses in different formats (SCORM, downloadable packages, etc.);
- Coordinate the release and delivery of new e-learning courses and associated materials;

- Implement final testing and certification on courses loaded on LMS;
- Create, deliver, collect and evaluate learner surveys for the various courses;
- Create statistical reports on the uptake and of the e-learning courses;
- Develop procedures to improve the storage, search and retrieval of learning content;
- Provide technical support to learners and partners; and
- Investigate and create – together with other members of the FAO e-learning team - new and innovative ways to deliver e-learning contents (e.g. mobile and responsive design, interactive videos, serious gaming)

The assigned tasks and responsibilities related to the support of the FAO elearning Center activities can include the following elements:

- Monitor the preparation of FAO E-learning Center courses fact sheets;
- Support the coordination of content development with the Instructional Design team;
- Support the finalization of co-publishing agreements in collaboration with OCC for external partners;
- Input to the FAO Publication Workflow System (PWS) for the course fact sheets;
- Coordinate the printing and delivery of DPS promotional materials;
- Manage the help and support service for the FAO E-learning Center, in particular provide general help and first level technical support to worldwide learners, and investigate problems that learners might encounter;
- Support facilitation and management of learning events (logistics, equipment, materials, invitations, contracts) undertaken by DPSC;
Support the delivery of curriculum design and learning needs assessments workshops organized by DPSC.
- Conduct quality assessment of the e-learning courses before publication, according to the FAO E-learning Center quality criteria and standards; and
- Develop educational resources and materials suited to face to face training, based on the learning courses content

CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

Minimum Requirements

- For Consultants: Advanced University degree in graphic design, multimedia animation, marketing, communications, and/or related field. A first level University degree in combination with demonstrated, relevant and qualifying professional experience in learning technologies of at least 3 years can be accepted in lieu of an advanced university degree.
- For PSAs: University degree or specialized diploma in graphic design, multimedia animation, marketing, communications, and/or related field. Demonstrated, relevant and qualifying professional experience in learning technologies of at least 4 years can be accepted in lieu of a university degree.
- Two years of progressively responsible professional experience in (i) developing e-learning courses; (ii) digital design and rendering of educational content, (iii) developing educational resources and materials suited to face to face training, (iv) organizing learning events, (v) communication design, and (iv) using authoring (storyboarding) software and tools;
- For Consultants: Working knowledge of English, French, Arabic or Spanish and limited knowledge of another FAO official language.
- For PSAs: Working knowledge of English, Arabic, French or Spanish.

FAO Core Competencies

- Results Focus
- Teamwork
- Communication
- Building Effective Relationships
- Knowledge Sharing and Continuous Improvement

Technical/Functional Skills

- Excellent visual ideation, creativity and conceptual skills, and knowledge of typography and colour theory.
- Excellent communication skills, as well as gender sensitive and cross-cultural competency.
- Experience in working with international development organizations or UN agencies is highly desirable.
- Experience with the development and/or delivery of multilingual e-learning courses, related to food, agriculture, environmental sciences, and related social sciences is considered a strong asset
- Experience with the development of learning materials for face to face capacity development interventions, related to food, agriculture, environmental sciences, and related social sciences is considered a strong asset
- Level, extent and relevance of past experience with Adobe Creative Suite, particularly Illustrator, InDesign or Photoshop is highly desirable.
- Experience in creating interactive courses using Articulate Storyline is considered a very strong asset.
- Experience using screen capturing, interactive video, creation of animations and interactive infographics for enhancing the learning experience is considered highly relevant.
- Ability to operate effectively in a team, contributing positively to team operations and working relationships.
- Experience with Learning Management Systems, in particular Moodle
- Familiar with sharable e-learning formats (SCORM), and web based technologies (HTML5, CSS, scripting) used for e-learning; and
- Experience in facilitating and organizing events and learning needs assessment workshops are considered relevant.

Please note that all candidates should adhere to *FAO Values of Commitment to FAO, Respect for All and Integrity and Transparency*.

ADDITIONAL INFORMATION

- All applications will be reviewed and qualified applicants will be contacted for interviews.
- FAO seeks gender, geographical and linguistic diversity in its staff and international consultants in order to best serve FAO Members in all regions.
- FAO does not charge a fee at any stage of the recruitment process (application, interview meeting, processing).
- Payment conditions: The daily honorarium will be paid monthly on when-actually-employed basis and will be defined depending on relevant qualifications and work experience within a range from 150USD up to 300USD.
- Incomplete applications will not be considered. If you need help, or have queries, please contact: iRecruitment@fao.org
- Applications received after the closing date will not be accepted.
- Only language proficiency certificates from UN accredited external providers and/or FAO language official examinations (LPE, ILE, LRT) will be accepted as proof of the level of knowledge of languages indicated in the online applications.
- For other issues, visit the FAO employment website: <http://www.fao.org/employment/home/en/>

HOW TO APPLY

To apply, visit the iRecruitment website at <http://www.fao.org/employment/irecruitment-access/en/> and complete your online profile. Only applications received through iRecruitment will be considered.

Candidates are requested to attach a letter of motivation to the online profile.

Vacancies will be removed from iRecruitment at 23:59 Central European Time (CET) on the deadline for applications date. We encourage applicants to submit the application well before the deadline date.

If you need help, or have queries, please contact: iRecruitment@fao.org

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