

TERMS OF REFERENCE

TITLE – *Oky Technology Advisory Consultant*

CONTRACT MODALITY	Individual Consultancy
DUTY STATION	Valencia, Spain – Remote / Home-based
DURATION OF CONTRACT	1 year

Purpose of Assignment

To support the scaling and ensure strong technical support to Oky deployment countries, UNICEF DCOE seeks an Oky Technology Advisory Consultant to provide technology oversight, architecture stewardship, and quality assurance across all technology components of Oky. The consultant will provide capacity building and coaching to local Oky teams and their tech vendors in deployment countries.

Scope of Work

The Oky Technology Advisory Consultant will work alongside the DCOE Senior Advisor / Oky Business Owner as a member of the Oky core team to provide technology excellence, guidance, and quality assurance across the Oky technology ecosystem. The consultant will provide technical direction and validation of deliverables produced by global technology vendors, full stack developers, Oky franchise partners and their technology teams, country offices and open-source contributors.

1. Technology stewardship and product oversight

Act as the technical focal point and custodian of the Oky master codebase and associated digital products, ensuring code quality, consistency, security, and long-term sustainability.

Provide technical oversight and coordination across the full product lifecycle, including application, content management system, backend services, integrations, data bases, AI augmentation, and low technology delivery channels, from roadmap planning through development, deployment, maintenance, and iteration.

Provide technical advice and recommendations to ensure alignment of product decisions with Oky ToC, programmatic objectives, donor requirements, safeguarding standards, data protection principles, and UNICEF and partner policies.

Guide the maintenance, evolution, and documentation of technical architecture, including scalability, interoperability, and management of technical debt.

Review release readiness and provide technical validation of architecture, security posture, and deployment preparedness prior to production release.

Promote alignment with UNICEF Digital Impact standards, accessibility requirements, and secure cloud infrastructure practices.

2. Vendor and developer coordination and quality assurance

Serve as the primary technical focal point for support and maintenance vendors, providing technical leadership, coordination, and monitoring of deliverables against agreed scopes of work and service level expectations.

Provide technical direction and quality assurance to technology related service providers, including developers, designers, and specialist consultants, to ensure coherence and consistency of technical outputs.

Translate user, programme, and product requirements into clear technical specifications and implementation priorities in collaboration with relevant stakeholders.

Conduct technical reviews and validation of deliverables, including bug fixes, upgrades, releases, and enhancements, and provide recommendations regarding acceptance.

Review and validate pull requests, releases, and significant technical changes to the master codebase to ensure quality, security, and architectural integrity.

Support agile delivery processes, including sprint planning, backlog prioritisation, and coordinated release management.

3. Partner and country technical advisory

Serve as the central technical point of contact for Oky partners and country teams across multiple deployments (currently 15).

Provide technical guidance, advisory support, and quality assurance to country level technology teams related to localization, deployment, integrations, hosting environments, and troubleshooting.

Define and communicate minimum technical standards and compliance expectations for localized Oky implementations.

Provide technical guidance on master codebase upgrades, including versioning, dependencies, and migration considerations, ensuring alignment with global safeguards and architectural standards.

Conduct quality assurance reviews of partner applications, content management systems, and related digital assets, documenting findings and recommendations.

Provide guidance on integration of country developed features into the global codebase or modular extensions in line with agreed governance approaches.

Contribute to the development and maintenance of technical guidance materials, onboarding resources, and knowledge products for partners and country offices.

4. Documentation

Guide the maintenance and continuous improvement of technical documentation, including architecture diagrams, deployment guidance, and maintenance procedures.

Provide technical input to support compliance with open-source licensing, safeguarding, data protection, privacy, and security requirements.

Support change management, version control governance, and release documentation processes to ensure transparency and continuity.

Provide guidance on resource development and technical knowledge tools supporting sustainable Oky deployment and scale.

Promote long term sustainability, scalability, and responsible stewardship of Oky as a digital public good.

5. Technical coordination and internal advisory support

Act as the technical focal point within the Oky core team, supporting coordination across analytics, data science, AI, user experience and interface design, safeguarding, and related content streams.

Support cross-stream coordination by tracking technical actions, dependencies, and follow up items arising from technical discussions.

Maintain technical decision records and coordination trackers to support transparency, institutional memory, and risk management.

Provide regular technical briefings to the Oky Business Owner and relevant stakeholders on progress, risks, priorities, and recommended actions.

Provide technical guidance on emerging digital components to ensure architectural coherence and responsible data use.

6. Presentation, knowledge sharing, and learning

Present Oky's technical architecture, standards, and digital public good approach in external meetings, conferences, communities of practice, and partner engagements as required by the supervisor.

Contribute to organisational learning related to open-source development, responsible digital practice, and girl-centred digital innovation.

Document and share lessons learned, technical insights, and emerging best practices relevant to inclusive digital platforms for girls and adolescents.

7. Security, risk management, and compliance oversight

Monitor and analyse technical risks affecting security, privacy, safeguarding, performance, or service continuity across global and country deployments.

Provide technical guidance and recommendations to support compliance with cybersecurity standards, mobile platform policies, data protection requirements, and secure infrastructure practices.

Support coordinated response to security vulnerabilities, incidents, or major service disruptions, including technical analysis and recommended remediation actions.

Promote proactive risk mitigation and resilience planning across the Oky technology ecosystem.

Further tasks may be identified in the future that are relevant and within the scope of work.

Work Assignments Overview	Deliverables/Outputs	Delivery deadline (in weeks/months) and input days to complete the deliverable
Deliverable 1 Technology stewardship	Established global product lifecycle mechanism and roadmap and regular updates and adjustments	30/04/2027
Deliverable 2 Guidance & QA FullStackDevs and tech vendors	Oky FullStackDevs have guidance and operational management set up to deliver on their assignments. Oky global tech vendors are provided with guidance and operational management for performing maintenance and support services	31/12/2026
Deliverable 3 Quality Assurance	QA global product updates (including bug fixes and patches) and manage release cycles in line with product roadmap. Period QA of Oky local versions	30/04/2027
Deliverable 4 Metadata +database changes	Adjustment of metadata in database for local Oky instances	30/06/2026
Deliverable 5 Tech support Oky Kenya	Technology support for Kenya piloting FGM module	31/08/2026
Deliverable 6 Tech support Oky Nepal	Technology support for Nepal Child Marriage content module	31/10/2026
Deliverable 7 Tech support Oky Philippines	Technology support for Philippines integration of Oky in Education System	30/04/2027
Deliverable 8 Tech support SADC countries	Technology support and capacity building for 4 SADC Oky partner organizations and their tech vendors (Zambia, Tanzania, South Africa, Kenya)	30/04/2027
Deliverable 9 Oky Tech capacity building	Technology support and capacity building for Oky partner organizations and their tech vendors: Burundi, Cote D'Ivoire, India, Indonesia, Kyrgyzstan,	30/04/2027

	Mongolia, Papua New Guinea, Philippines)	
Deliverable 10 Documentation	Continuous updating of technical documentation set (including architecture overview, deployment guidance, maintenance procedures, governance and compliance summary)	30/04/2027

Payment Schedule:

Payment will be made on submission and acceptance of deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant.

Important Notes

- Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.
- The selected candidate is solely responsible for ensuring that the health insurance (and visa if applicable) required to perform the duties of the contract are valid for the entire period of the contract. Selected candidates are subject to confirmation of fully-vaccinated status against SARS-CoV-2 (Covid-19) with a World Health Organization (WHO)-endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.
- UNICEF offers reasonable accommodation for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment.

QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ COMPETENCIES (CORE/TECHNICAL/FUNCTIONAL) / LANGUAGE SKILLS REQUIRED FOR THE ASSIGNMENT

Minimum requirements: University degree (Bachelors or higher) in ICT, Computer Science, Engineering or in an area relevant to UNICEF’s ICTD work

Years of Experience/ Knowledge/Expertise/Skills required:

- Progressively responsible professional work experience in ICT/technology fields, youth participation and gender equality, some of which should be in an international setting.
- At least 5 years of experience in managing technology projects / product management roles for users in a development setting; projects for women and girls preferred.
- Progressively responsible professional work experience in multi-country technology deployments and cross-functional teams

- Software developer / coder, with full-stack development experience.
- Experience using GitHub to manage code
- Conversant with ReactNative; specific experience in building React Native Applications (both on iOS/Android and tablet) desirable
- Previous exposure to analytics platforms such as Firebase and/or Google Analytics
- Familiar with open-source technology, communities and approaches.
- Previous experience using cloud service providers; knowledge of AWS would be a plus
- Experience using Kubernetes and Docker **desirable**
- Self-starter who is happy to hit the ground running; independently motivated who doesn't require extensive set-up processes, training, orientation, or strategy development.
- Proven skills in communication, networking, strategic thinking and ability to translate user feedback into app improvements.