

Title: Community Strategist, GovStack

Points of Contact: Michael Downey, Director of Community

Status: Consultant

Closing Date: August 23, 2021

Job Location: Europe (Germany preferred)



Applicants should submit their cover letter and resume to: DIALOpportunities@digitalimpactalliance.org with the subject line “Community Strategist, GovStack”

This position description is intended to describe the general content of and requirements for performance of the position responsibilities. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements nor meant to exclude other duties as assigned.

Position Overview

The Digital Impact Alliance (DIAL) is a global alliance formed to enable the digital ecosystem to deliver greater scale, efficiency, and social impact as it creates more inclusive digital economies in emerging markets. Working with partners, DIAL generates evidence of what works through a series of demonstration projects, distils insights and tools to promote scale-up and replication, and provides mechanisms for knowledge sharing, collaboration, and co-investment throughout the ecosystem.

DIAL has partnered with GIZ, the ITU and Estonia to develop a reference implementation (“GovStack”) of the [SDG Digital Investment Framework](#). The SDG Digital Investment Framework (a product of the partnership between DIAL and ITU) helps policymakers identify reusable ICT “building blocks” (e.g., ID, messaging and payment services) that can help deliver priority SDG use cases.

A key tenet of the framework is that common business processes exist across the ICT systems that support the SDGs. By prioritizing these common use cases, we can map functionality across sectors in order to amplify investment in a comprehensive infrastructure comprising these reusable software components.

The SDG Digital Investment Framework’s calls for a “whole-of-government” (WGA) approach to ICT investment planning. The methodology for discovering building-block-level requirements, however, requires further work to translate high-level use cases and workflows into concrete requirements for existing and new T4D products.



About GovStack

In low-resource settings, governments struggle to keep pace with the service digitalization trend. Emerging challenges include problems in coordination, securing funding, scaling solutions, and the creation of silos resulting in duplication of effort.

Digital government services – which have exploded throughout the world over the last 20 years – are vital for developing a digital economy and promoting economic well-being, enabling new opportunities that might not have been accessible before. They also have the opportunity to help governments build digital societies, ones which not only pursue gains in productivity and economic diversification, but which enable digital access and inclusion for their citizens.

Our focus is to enable countries to kickstart their digital transformation journey by adopting, deploying, and scaling digital government services. Through the [digital building blocks](#) approach, governments can easily create or modify their digital platforms, services, and applications by also simplifying cost, time, and resource requirements.

Our approach starts with research and development to inform design specifications based on best practices of generic reusable digital components. Next, the collaboration will move towards creating a model digital government services platform, which will demonstrate elements of reuse across services and sectors (i.e., use cases). The design specifications and the resulting government platform model will be available as “digital public goods” for use by the global community, with a focus on procurement and implementation in a low-resource context. Read more about [our approach](#).

The ideal candidate will have experience establishing, growing and leading collaborative, technology-oriented communities. We are looking for a technology savvy, confident, well-spoken, detail-oriented individual who can “hold the room” and help guide geographically disparate teams through project management, issue identification/resolution and consensus building. A successful candidate will be able to interact with a diverse set of stakeholders spanning the globe, handle wide-ranging responsibilities, and tackle both strategic and tactical work with enthusiasm.

Essential Functions

The Community Strategist, GovStack will report to DIAL’s Director of Community for overall supervision and guidance, work planning, and performance reviews. This role will also work under the guidance of DIAL’s Senior Director for Technical Programs, as well as under consultation of and feedback by members/delegates of the emerging GovStack Steering Committee. The role includes, but is not limited to, the following main responsibilities:

People & Community Engagement

- Provide leadership and coaching using open-source community best practices for consensus building, documentation, and dialoging.
- Facilitate community collaboration/communication and supporting relevant tools, researching new solutions as necessary.
- Work with GovStack project teams to identify and execute on different programmatic activities and products that advance the community's goals.

Content Development

- Provide project management support to new and/or existing GovStack projects to help drive program delivery including creating meeting agendas, publishing meeting minutes, developing, and grooming product backlogs and roadmaps, assisting with community documentation development and maintenance, and ensuring all activities are conducted according to GovStack community policies.
- Continually gather updates on community work progress and inform stakeholders in appropriate ways.
- Assist other community leaders in planning and production of major GovStack in-person and online events.

Strategic Outreach

- Develop and refine community strategies and policies in consultation with project leadership to attract new community members and contributors to GovStack projects.
- Facilitate workshops, focus groups, and interviews to collect, analyze, validate and document requirements, processes, business rules, and workflows needed for product development.
- Facilitate development of product requirements with developers and other stakeholders; ensuring any business-related questions are resolved by appropriate experts.

Technical Operations

- Research and recommend new or modified tools to support community needs.
- Maintain internal system records and data for community projects and members.
- Analyze data on community participation and activity in response to community questions, concerns, and goals.

Qualifications

Required

- Ability and willingness to work during core weekday hours of 12:00 to 16:00 CEST (UTC+2).
- 5+ years of proven experience in similar community-focused roles.

- Understanding of open source practices and business models with experience leading open-source communities, or deep understanding of Enterprise Architecture with experience in a development/engineering team in a consulting organization.
- Familiar with technology, source code (any language), and modern developer workflows.
- Excellent decision-making, communication (oral and written), and presentation skills.
- Fluency in English with comfort presenting during virtual and in-person events.
- Ability to forge strong relationships with members, and to understand their unique requirements and challenges that are often specific to regulated industries.
- Self-motivated individual who is also able to work in a collaborative environment with multiple remote teams, and able to meet self-imposed deadlines.
- Strong organizational skills with the ability to balance demands of multiple simultaneous projects/responsibilities.
- Must be able and willing to travel nationally and internationally (primarily to or within continental Europe and occasional travel to Africa or Asia) up to 20% of the time, subject to current international health and safety considerations.
- Helpful, humble, and willing to be a motivator, supporter, and amplifier of others' work.

Desired

- 10+ years of proven experience in similar roles, such as Scrum Master, Program, Product or Software Engineering Manager.
- History of technical contributions to existing open source projects, preferably projects serving international development, humanitarian response, or similar fields.
- Experience managing third-party technology vendors, system integrators, or other firms that deliver products under contracts or other relationships.
- Bachelor's degree from a college or university in a relevant field, or equivalent work experience.
- Basic conversational skills or higher in one or more additional languages beyond English.