



INDIAN INSTITUTE OF TECHNOLOGY BOMBAY POWAI, MUMBAI 400076.

Advertisement No.: IRCC/EXT193/2024

Job Title

Chatbot consultant

Job Reference Number

50615746

Application End Date

01.07.2024

Type of Employment

Proj. Staff Contract

No. of Position(s)

1

IITB Project Recruitment:

Project title: UNICEF - CTARA CoE in Child Nutrition (ChiNu)

About the project: CoE on child health and nutrition supported by UNICEF India.

Essential Qualifications & Experience:

- An advanced University degree in Computer Science, Data Science, Information Systems, or a related technical field.
- A first University Degree in a relevant field combined with two additional years of professional experience may be accepted in lieu of an Advanced University Degree.

Essential-

- At least 5 years of overall experience in developing innovative technological solutions in the Health sector, Information technology management and business operations in a large international organisation and/or corporation or related subject matter.
- At least three years of relevant work experience working on RapidPro, including youth/learning innovations.
- Strong analytical background, including planning for and conducting analytical exercises
- Experience of working on Primary Health Care projects
- Excellent time management, strong organisational skills and ability to handle multiple tasks under tight deadlines.
- Knowledge of basic principles of Accessible Design

Desirable-

- Respect and adherence to UNICEF Brand Guidelines
- A strong understanding of creating digital platforms in low-bandwidth settings is a plus.
- Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.
- Demonstrates initiative, sound judgment, and the ability to work in harmony with people of different national and cultural backgrounds.
- Industry recognized strengths in building partnerships to influence country-level strategic initiatives, policies and operational decisions concerning digital health initiatives deployment to facilitate institutionalization of digital health initiatives.
- Proven ability to communicate and manage/navigate through multiple disciplines and organizational groups, often within a complex and often ambiguous environment.
- Experience with the United Nations and its specialized agencies are a distinct advantage.

Knowledge of UNICEF a clear advantage.

- Creativity is considered a plus.

Job Profile:

DUTY STATION: UNICEF, New Delhi

- Technical coordination, monitoring and support:
 - o Actively monitor chatbot initiative on RapidPro through review of incoming messages, flows, analytics, feedback, etc. to identify bottlenecks and potential problems and take timely actions to resolve issues and/or refer to relevant officials for timely resolution – document the issues and recommended actions/ key steps.
 - o Manage the India Health RapidPro workspace.
 - o Provide technical support to country and state offices for the deployment of Health Chatbots
 - o Support content management organisations with task flow development and content management systems.
 - o Create and edit new multilingual Rapid Pro flows for thematic content and backend functioning of Health chatbots (especially DISHA) for digital and SMS-based services.
 - o Develop and create additional modules of PHC levers.
 - o Enhancing the capability of Health Chatbots (DISHA) through automated certificate dissemination
 - o Developing templates for personalised giveaways by using APIs and Webhooks
 - o Making necessary changes to deliverables post UNICEF feedback(s)
- Data management and Dashboarding support:
 - o Ensure data management of RapidPro, conduct data analysis, develop summary reports, data standardisation and usage for protection of data integrity.
 - o Implement monitoring processes within Health programmes at the national level, ensuring key monthly and annual programme indicators are tracked and analysed and regularly reported to the health section to guide programme and management decisions.
 - o Creating dashboards by utilising data visualisation tools such as Tableau, Power BI, or Google Data Studio.
 - o Examining complex datasets to uncover valuable insights and trends that can be transformed into actionable information on the dashboard.
 - o Developing interactive dashboards that enable users to delve into data, focus on specific metrics, and personalise views to suit programme requirements.
 - o Produce monthly reports on Health chatbots, ensuring effective analysis and communication of results.
 - o Coordinate with the dashboard team to ensure the smooth transfer and functioning of the data dashboard.
 - o Quality assurance of polling and data generation through periodic review of incoming messages, feedback, flow messages, etc.
 - o Enhance functionality for data acquisition and analysis.
 - o Develop innovative solutions for the technological advancement of the initiative.
 - o Coordinate with RapidPro vendor for smooth functioning of the platform.
 - o Liaise with and seek technical guidance from the RapidPro hosting company and the Office of Innovation team on any technical issues.
- Capacity Building:
 - o Technically support the development of training materials and documentation for RapidPro health chatbot flows, user manuals for users and programme managers
 - o Provide training and support to country and state offices to set up chatbot flows.
 - o Develop training manuals and tutorials for capacity building of teams on making new task flows, backend flows, module structures, API/Webhooks and content management systems.

Pay Details:

Consolidated Fees Rs.95000 p.m.

General information:

The position is temporary for a period of 1 year or till the end date of the project whichever is earlier. The appointment is for time bound project and the candidate is required to work mainly for the successful completion of the project. The selection committee may offer lower or higher designation and lower or higher salary depending upon the experience and performance of the candidate in the interview.

Candidates called for interview will be required to attend at his/ her own expenses.
For any queries/clarification please contact: recruit@ircc.iitb.ac.in