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PALLI KARMA-SAHAYAK FOUNDATION (PKSF)

www.pksf.org.bd

Terms of Reference (ToR)

for

Software Solution Specialist

1.0 Background

Palli Karma-Sahayak Foundation (PKSF), an apex development organization founded by the Government of Bangladesh, is mandated for poverty alleviation through sustainable employment generation by providing appropriate financing, skill training, and other necessary services. As a second-tier organization, PKSF implements all programs and projects through more than 200 of its Partner Organizations (POs) across the country. Extending diversified financial and non-financial services covering over 2 crores members using it's and POs' digital network.

To strengthen data-driven planning and monitoring, PKSF is in the process of implementing a comprehensive Decision Support System (DSS) an integrated systems platform. Through real-time dashboards, analytics, and reporting tools, the DSS will enhance evidence-based decision-making, transparency, accountability, and operational efficiency at all levels.

For the successful implementation and long-term evolution of the DSS, PKSF intends to engage a qualified professional in the position of Software Solution Specialist (Technical Project Manager). The incumbent will be responsible for managing the product roadmap, prioritizing features, and ensuring the delivered solution maximizes value for PKSF and its stakeholders including software development firms.

2.0 Name of the Position

Software Solution Specialist

3.0 Duty Station

The incumbent will be stationed in Dhaka. Occasional field visits may be required as per organizational needs.

4.0 Employment Duration

The appointment will be made initially for 04 (four) years, subject to annual renewal based on performance and demonstrated dynamism.

5.0 Responsibilities and Tasks

The Software Solution Specialist will work under the Information Technology (IT) Department of PKSF and will be responsible for the following tasks (but not limited to):

- Define and own the DSS product vision, strategy, and roadmap in alignment with PKSF's strategic objectives, continuously evolving it based on market trends, emerging technologies, and user feedback.
- Establish measurable DSS performance indicators (e.g., module uptime, data accuracy, stakeholder satisfaction) to track success.



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- iii. Gather, analyze, and prioritize requirements from stakeholders (management, users, Partner Organizations) and translate them into clear user stories, acceptance criteria, and product specifications.
- iv. Serve as the primary liaison between PKSF stakeholders and software vendors, managing end-to-end software development projects and ensuring alignment with business objectives.
- v. Lead internal capacity-building sessions to transfer product knowledge to PKSF IT staff, ensuring long-term DSS sustainability
- vi. Collaborate with System Integrator, System Analyst, and QA Engineer to ensure technical feasibility, quality, and timely delivery of product increments.
- vii. Make informed decisions on feature prioritization, scope management, and trade-offs to ensure successful product delivery.
- viii. Review and accept completed development sprints, ensuring deliverables meet defined acceptance criteria, coding standards, and security requirements.
- ix. Plan, coordinate, and maintain product release schedules and comprehensive project plans, including timelines, resource allocation, and deliverables.
- x. Conduct vendor selection processes, including RFP development, proposal evaluation, contract support, and monitor vendor performance against KPIs and service level agreements.
- xi. Facilitate regular project meetings, provide status updates, and maintain clear communication with stakeholders.
- xii. Identify, assess, and mitigate project risks throughout the development lifecycle, ensuring adherence to quality standards and best practices.
- xiii. Develop and maintain product and project documentation, review all documents submitted by software firm and obtain necessary approvals from PKSF Authority, and ensure effective knowledge transfer to internal teams.
- xiv. Support user training, change management activities, and drive continuous improvement initiatives in vendor and project management processes.

6.0 Academic and other qualifications

- i. Candidates must have a Bachelor's degree in Computer Science/Computer Science & Engineering/Information Technology/Software Engineering/Business Information Systems from a recognized university.
- ii. Applicants must have at least two First Divisions/Classes or equivalent CGPA in their academic record.
 - a. Any Third Division/Class in any examination is not acceptable.
 - b. First Class will be determined based on the candidate's regular degree (considering the first three degrees only).
- iii. The candidate must hold a recognized project management certification, such as PMP, CSM or PRINCE2 Practitioner from an accredited institution.

7.0 Experience & Required Skills

- i. Mandatory Experience and Required Competencies of the Candidate:
 - a. Candidates must have at least ten (10) years of experience in software project management, technical project management, or a similar role, with a proven record of successfully delivering complex custom software solutions.



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- b. Background in vendor selection, contract management, and performance evaluation
- c. Proven track record of successfully delivering complex software projects on time and within budget
- d. Understanding of software development lifecycles (Agile, Scrum) and product management frameworks.
- ii. Preference will be given to the candidates with demonstrated experience and proficiency in the following areas:
 - a. Hands-on experience in developing and managing product roadmaps, backlogs, and user stories using tools such as Jira, Azure DevOps, or similar platforms.
 - b. Prior experience as a technical lead or software developer, with practical knowledge of programming languages, frameworks, and database technologies.
 - c. Strong grasp of system architecture, enterprise software integration, and API development.
 - d. Experience with cloud platforms, cloud migration, and system modernization projects.
 - e. Familiarity with software testing methodologies, version control systems, secure coding practices, and quality assurance frameworks.
 - f. Understanding of cybersecurity principles, data privacy, and governance standards.
 - g. Proven ability to analyze complex business and technical requirements and translate them into effective software solutions.
 - h. Strong decision-making and prioritization skills based on business value, user impact, and technical complexity.
 - i. Capability to identify and mitigate project or product risks proactively.
 - j. Excellent communication and presentation abilities, including the capacity to convey technical concepts to non-technical audiences.
 - k. Proven stakeholder management experience and the ability to facilitate collaboration among cross-functional teams.
 - l. Negotiation and conflict resolution skills, with adaptability to changing priorities and project scopes.
 - m. Experience in managing external software vendors and ensuring timely, high-quality product delivery through third-party teams.
 - n. Proficiency in vendor relationship management, contract oversight, and performance evaluation.
 - o. Knowledge of change management, resource planning, and technical governance practices.
 - p. Ability to lead and motivate technical teams, monitor performance, and ensure adherence to established SDLC and quality standards.
 - q. Experience in risk management, technical scope control, and continuous process improvement.
 - r. Prior experience in government or donor-funded digital-transformation projects (e.g., DSS, ERP, MIS), microfinance, development or financial services sector will be considered an added advantage.

8.0 Age limit

Minimum 37 years on the last date of application.

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9.0 Salary & other admissible benefits:

- Consolidated monthly salary will be BDT 200,000/- (Two Lac only)
- Other admissible benefits (Annual Salary Increment, Festival Allowance, Bangla Noboborsho Allowance, Mobile Allowance, Group insurance, etc.) as per PKSf policies.
- Salary and other admissible benefits (if any) are inclusive of all taxes as imposed by the Government of Bangladesh. All relevant Taxes will be deducted at sources as per the Government rules.

PKSF is an equal opportunity employer and seeks to employ and assign the best-qualified personnel for all of its positions in a manner that does not unlawfully discriminate against any person because of his/her specific identities, such as race, religion, gender, disability or any other status or characteristics protected by the laws of the country.