Internship Description

Programme/Enterprise: Skills Development Programme (SDP)

Project/Unit: Business Intelligence (BI) & Tech Assistantship Unit

Duration: 3 months

Application deadline: 10 May 2024

Starting Date: 15 May 2024

Location: SDP Office, Kaderia Tower

Working Hours: 8:30 am - 5:00 pm
Monthly Stipend: BDT 8000

Programme/Enterprise Description

BRAC Skills Development Programme (SDP) promotes inclusive markets for disadvantaged people to be empowered and realize their potential.

Project/Unit Description

The Business Intelligence (BI) & Tech Assistantship

The Business Intelligence (BI) & Tech Assistantship team creates and deploys technology products that empower field staff with actionable insights and addresses labor market gaps. The team focuses on product development, business intelligence, and operational efficiency.

Product Development: The BI team builds products that decentralize the decision-making process and empowers field staff with actionable data and insight. All projects leverage TaroWorks and Salesforce for their field operations management. TaroWorks is the front-end app that is used to collect data and Salesforce is the platform on which the data analytics is conducted. Each project's data model is built based on the frontline field workers' daily workflow, which ensures that the operations management platform is owned and run by each projects' field operations team.

Business Intelligence: SDP is data-driven in its mission to get disadvantaged people into better jobs and promote an inclusive market. BI team mines data from the backend of every project to identify growth potential and efficiency gains within the Programme. This enables project

managers to optimize their field operations and prioritize areas that require more development.

Operations: BI team partners with companies to co-design and deploy technology-enabled solutions across Bangladesh in the skills and job space.

Purpose of Internship (including learning outcomes)

The selected intern will work with the product development and business intelligence team. Their outputs will be:

- Technical troubleshooting for field operation.
- Data intelligence support.
- Developing proper documentation for the usage of technical tools.
- Visiting operation locations to become more familiar with the Field Operation.

Intern's Responsibilities

- Support BRAC SDP in optimizing its data model for its unified reporting requirement and integrate all project's data into a unified real-time dashboard as per the program log frame and annual operational plan.

- Design, develop, test, implement and maintain predictive models and metrics utilizing appropriate tools and techniques.

- Improve efficiency of the system by continuously collecting feedback from the users and troubleshooting.
- Prepare documentations for the existing process and system.
- Support the team to plan and build staff capacity to use newly intervened systems by preparing training modules and organizing training sessions.
- Prepare documentations for the existing process and system.

    -- Mandatory Safeguarding responsibilities for all BRAC employees --

- Ensure the safety of team members from any harm, abuse, neglect, harassment and exploitation to achieve the program's goals on safeguarding implementation. Act as a key source of support, guidance and expertise on safeguarding for establishing a safe working environment.

- Practice, promote and endorse the issues of safeguarding policy among team members and ensure the implementation of safeguarding standards in every course of action.
- Follow the safeguarding reporting procedure in case any reportable incident takes place, encourage others to do so.

<u>Intern Required Background:</u>

- **Educational requirement:** Computer Science and Engineering background students from any reputable university.

- **Software/Programe skills:** Skilled in basic programming languages such as C/Java/Python & scripting language -JavaScript.

- **Language proficiency requirement:**
  - Bangla writing: Excellent
  - English: Excellent

- **Others:**
  - Strong analytical skills.
  - Familiarity with Tableau/Power BI will be an advantage.
  - Ability to present ideas in a user-friendly language.
  - Highly self-motivated and directed.
  - Keen attention to detail.
  - Dedication to work and problem-solving attitude are considered as a must have.