



NIRA
NATIONAL IDENTIFICATION &
REGISTRATION AUTHORITY
HAY' ADDA A QOONSIGA IYO DIIWAANGELINTA QARANKA

Organization: National Identification and Registration Authority (NIRA)
Position: Software Product Analyst
Location: Mogadishu
Reporting to: Director of Information Systems Development
Contract 12 months renewable upon performance
Duration

TERMS OF REFERENCE FOR SOFTWARE PRODUCT ANALYST

Background:

The National Identification and Registration Authority (NIRA) is a Government Agency in Somalia, first established in 2020, with the aim of creating and maintaining the national identification system. NIRA is, inter alia, responsible for registering citizens and residents and for providing them with secure and verifiable credentials, including a unique identification number and a national identity card. It also serves as a trusted provider of identity verification and authentication services, promoting the use of the foundational identification system. With the establishment of NIRA Somalia, the government is committed to providing a reliable and efficient identification system that will enable individuals to access services and participate in the development of the country.

The Federal Government of Somalia is implementing the World Bank-financed Somalia Capacity Advancement, Livelihood and Entrepreneurship, through Digital Uplift Project (SCALED-UP) and intends to use part of the proceeds to hire a Software Product Analyst (Individual Consultant) for the National Identification and Registration Authority.

NIRA seeks to recruit a Software Product Analyst to:

- Evaluate existing software products and comparing them against industry trends.
- Perform market research and collect customer feedback.
- Provide recommendations on software product launch strategies.
- Monitor key software product metrics and performance indicators.
- Prepare reports and presentations to communicate insights, findings, and recommendations.

Scope of Work:

Under the overall guidance from NIRA Director General, and the direct supervision from the Director of Information Systems Development, the responsibilities of the Software Product Analyst will include, but not be limited to the following:

- Gather and analyze software and system data from various sources to extract actionable insights.
- Identify opportunities for software/system improvements based on data analysis.
- Conduct regular evaluations to assess NIRA systems' performance against the Authority's strategic goals and benchmarks.
- Identify areas of improvement and recommend strategies for optimization.
- Conduct market research to understand industry trends, client needs, and the technology landscape.
- Analyze system data and customer feedback to identify opportunities for NIRA system improvements.
- Collaborate with UX/UI designers to improve the user experience of the software product.
- Conduct user research, interviews, and usability testing to gather feedback on NIRA systems' usability and satisfaction.
- Recommend enhancements and features to improve user experience.
- Collaborate with UX/UI designers and software engineers to produce high-quality documentation
- Collaborate with stakeholders to gather and document software product requirements.
- Translate requirements into clear and actionable use cases or software specifications.
- Plan, execute, and analyze tests to evaluate the impact of changes or new features.
- Present data analysis and product performance evaluations to NIRA management and cross-functional teams.
- Performs any other duties as required.

Qualifications and Experience requirements:

- Bachelor's or Master's Degree in business, computer science, engineering, or information systems, or equivalent experience.
- Proficiency in using analytical tools and techniques to gather, analyze, and interpret data.
- Fluent in business process analysis and statistics.
- Experience with agile software development, including the ability to participate in Agile ceremonies such as daily scrums.
- Understanding of UX/UI principles and the ability to work closely with designers to enhance the user experience of the software product.

- Experience in planning, executing, and analyzing A/B tests to measure the impact of product changes.
- Experience with programming languages particularly Java or Python is a plus.
- Proficiency in software development collaboration tools such as Git/GitHub and Jira is a plus.
- Demonstrated attention to detail and decision-making capabilities.
- Ability to clearly articulate complex concepts in a concise and understandable manner.
- Able to use leadership skills in decision making.
- Demonstrates exceptional abilities in analysis, problem-solving, communication, and interpersonal interactions.
- Proficiency in Somali and English, both spoken and written.

Deliverables:

- Detailed monthly reports of data analysis and interpretations highlighting actionable items, trends and patterns and opportunities for software product improvement.
- Create and maintain clear, concise product documentation, including user stories, use cases, and product specifications.
- Prepare market research to understand industry trends.
- Proposals on the user experience improvement of the software product, in collaboration with UX/UI designers
- Documentation of software product requirements, prepared in collaboration with NIRA Departments and relying stakeholders
- Documentation of A/B test results to inform data-driven decisions and optimize the product.
- Preparation of detailed reports on product performance evaluations to stakeholders and cross-functional teams.