

“Call for Freelance Digital Support Officers”

Eligibility, Duties & Remuneration

The Mauritius Digital Promotion Agency is inviting applications from prospective individuals with required qualifications to register Officers who wish to form part of Pool of Digital Support Officers to deliver basic digital skills support to the various groups of the population as per the Assisted Digital Access Scheme.

The Assisted Digital Access Scheme, pillar 2, action 2 of ICT Blueprint will handhold those who are at the highest risk of exclusion namely to ensure that no one is left behind from increasing opportunities delivered through online channels.

Qualifications:

HSC/ GCE A Levels with Computer Studies as main subject or as subsidiary. HSC or GCE A levels with Computer studies at SC level together with a certificate or Diploma in ICT/ ICT-related fields from a recognized institution or hold an equivalent qualification acceptable to the Board will be a plus.

Experience: teaching/ training experience might be an advantage.

Desirable abilities and skills of Digital Support Officers: Knowledgeable in latest IT technologies, proficient in the use of office applications and digital tools including social media; excellent communication skills and ability to deliver face-to-face training to a varied audience.

Basic Digital Skills Support in:

- Basic Smartphones and Tablets handling
- Use Video calls and understand e-mail notifications
- Navigate and access e-government services & other important services
- Safe Digital Payments
- Awareness of online scams & digital safety

Remuneration: An all-inclusive package of Rs4,050 per support training batch (on freelance basis - as and when required)

Training Hours:

- ☐ Weekdays - Morning from 09h00 to 12h00; Afternoon from 13h00 to 16h00
- ☐ Saturdays – Half day from 09h00 to 12h00; Afternoon from 13h00 to 16h00
- ☐ Sundays – Half day from 09h00 to 12h00



Digital Support Officer Duties:

1. Understand the objectives of the programme to be offered.
2. Prepare hand-outs, learning guides and exercises as and when required.
3. Deliver basic digital skills support to a varied audience.
4. Conduct face-to-face and/ or online Support.
5. Prepare the learning environment and required resources including setting up IT equipment where appropriate.
6. Routine administration tasks such as Recording of Attendance, Participants' Evaluation and Progress.
7. Act as brand ambassador for MDPA.
8. Perform other such duties directly related to the main duties listed above or related to the delivery of the output and results expected from the freelance officer in the roles ascribed to him/ her.

The Digital Support Officers should be above 18 years of age. Retired teachers/ individuals with the above qualifications may also consider joining as freelance Digital Support Officers for this national initiative.

MDPA reserves the rights:

- (i) to call for interviews with only the best qualified candidates when their services are required.
- (ii) not to call any applicant for services following this advertisement