Ministry of Digital Economy

Project Management Unit (PMU)

Job Description

1. **Title: Request Intake Coordinator** -1 Vacancy
2. **Introduction:** A Request Intake Coordinator is responsible for managing the intake process of project or service requests, ensuring that all requests are properly documented and prioritized. They work closely with stakeholders to gather and clarify requirements before routing them to the appropriate teams. The role involves tracking request statuses and ensuring timely follow-up and resolution. They also help streamline processes and ensure that all requests align with national digitalization goals and priorities.
3. **Duration**: 6 months service contract
4. **Job Descriptions :**

1. Request Intake Coordinator- Project Management Unit

Position	Request Intake Coordinator- Project Management Unit
Location	Ministry of Digital Economy (MoDE)
Reporting to	Head of PMU
Objective	Responsible for overseeing the intake process, ensuring that requests are accurately documented, prioritized, and tracked. The role involves collaboration with stakeholders to understand and clarify their requirements before routing the requests to the appropriate teams. Timely follow-up and resolution of requests are essential to ensure seamless project or service delivery in line with the broader digitalization objectives.

Key Responsibilities	**(i) Request Documentation and Intake**
	● Receive and document incoming project or service requests.
	● Ensure all requests are complete and aligned with national digitalization goals and objectives.
	● Analyze and verify the completeness of request forms, ensuring all necessary details are provided.
	(ii) Stakeholder Collaboration and Requirement Clarification
	● Work closely with stakeholders to gather detailed requirements and clarify any ambiguities.
	● Communicate with stakeholders to ensure requests are accurately understood before they are processed further.
	(iii) Request Prioritization and Routing
	● Prioritize incoming requests based on urgency, importance, and alignment with digital transformation priorities.
	● Route requests to the appropriate internal teams or external partners for execution.
	(iv) Tracking and Monitoring
	● Track the status of requests from intake to resolution.
	● Monitor progress and ensure timely follow-up, resolving any delays or roadblocks.
	● Maintain up-to-date records of all requests and their statuses for internal reporting and transparency.
	(v) Process Improvement
	● Suggest improvements to streamline the request intake process, aiming for greater efficiency and alignment with organizational goals.
	● Work with relevant teams to continuously refine and optimize the intake process.
	(vi) Reporting and Documentation
	● Generate and provide regular status reports on requests in progress, completed, or pending.
	● Ensure all relevant documentation is organized and stored for future reference.
Qualifications and Experience	**Experience:**
	● Minimum of 2-3 years of experience in request management, project coordination, or a similar role.
	● Experience in working with digital transformation or government projects is a plus.
	Knowledge:
	● Familiarity with project management and service request processes.
	● Understanding of national digitalization goals and priorities.
Technical Skills	● Strong proficiency in MS Office Suite (Word, Excel, PowerPoint).
	● Experience with request management software or project tracking tools is desirable.
	● Basic knowledge of database management and tracking systems is a plus.
Non-Technical Skills	● Strong communication and interpersonal skills to effectively work with various stakeholders.
	● Excellent organizational and time-management skills.

	● Ability to manage multiple requests simultaneously and meet deadlines. ● Strong problem-solving and analytical skills.
Educational Requirements	● Bachelor's degree in Business Administration, Information Technology, or a related field.
Certifications (Optional)	● Project Management or Business Analysis certifications (e.g., PMP, CBAP, or similar) would be a plus.