**Expert Position Opportunity**

**1. Position:**

Quality Control Software Expert (Senior Non-Key Expert)  
 **2. Project title:**

Technical Assistance for the contract “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”  
  
**3. Project number:**

NEAR/BEG/2022/EA-RP/0110

**4.** **Reference documents:**

* Terms of Reference of the projects Technical Assistance for the contract ‘’Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)” and “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”
* Methodology of the Technical Assistance Contractor selected to implement the project: Technical Assistance for the contract ‘’Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”
* Methodology of the Software development contractor, selected to implement the project: “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”

**5. Starting date of the assignment:**

August, 2023.  
  
**6. Duration of the assignment:**

August 2023-May 2026, part-time.   
  
**7. Project Objectives:**

The overall objective of the project is to continue the process of modernisation of the Customs administration, which will provide access to the common computerised customs systems, as well high-quality services to citizens and business entities following the EU accession process of the Republic of Serbia towards joining the EU.

The expected outputs of this contract are as follows:

* Result 1 - Drafted quality assurance reports and provided quality assurance services related to the activities of the external contractor(s):
  + Software development contractor, selected to implement the project: “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”;
  + Hardware and networking equipment supply contractor, selected to implement the project: Supply contract for the “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”;
  + Other contractors, selected by CAS to implement IT projects, financed by the EC programs / funds within the project duration.

**8. Requirements:**

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| --- | --- |
| Qualification & Skills | * A level of education which corresponds to completed university studies of at least 3 years in Information Systems and Technologies, Economics or equivalent * In the absence of formal education, 12 years of professional experience in the field for which the expert is mobilised * Fluent in English, both written and spoken * Strong collaboration within a team |
| General professional experience | * Minimum 7 years of professional experience in the field of Quality Assurance and Quality Control |
| Specific professional experience | * Minimum 3 years of experience in providing support to different companies in Quality Assurance and / or Quality Control * Occupied at least 1 position as a Quality Assurance Lead on a project * At least 3 projects in Defect / Incident management and Defect / Incident analysis and Defect / Incident Reporting * Developed at least 5 Test Plans |

**9. Area of expertise:**

Quality Control and Quality Assurance plans / processes, Establishing and maintaining data management tools, Maintenance of a Change Management plans / processes / templates, Maintenance of the Incident and Problem plans / processes / templates, Quality Control / Quality Assurance of the testing plans / processes.

**10. Areas of responsibility:**

The expert will work closely with the Project Team and other Project Team Experts, beneficiaries, and stakeholders to ensure the implementation of the activities of the following Project components, on his/her area of expertise:

* Production of Contract(s) Quality Plan and needed revisions (if required) during the evolution of the project and quality procedures
* Establishment of the Knowledge Management Library in close cooperation with the Project Team which will contain all project documents and information as document repository and make them available for all stakeholders/projects participants
* Maintenance of Change Management register whereas all proposed changes will be registered
* Maintenance of the Incident and problem register and incident management process concerning any incidents applying to the external contractors’ services
* Provision of Quality Control, Quality Assurance and Project Management support to CAS, including Quality Control of the deliverables of external contractors and monitoring of their services, Quality Assurance by the execution of FAT and SAT test, modification and adaptation of selected templates and methods
* Cooperation with the Project Team, CAS representatives and external contractors during the implementation of their tasks

**11. Related outputs:**

* Contract Quality Plan (CQP) that should contain description of the activities and milestones (project phases), description of the structure of each deliverable and the template, quality indicators
* Knowledge management library that should contain that list of all deliverables and artefacts and the category
* Change management register – list of the proposed changes, description, severity, priority and status;
* Incident and problem management registers – list of the incidents and problems, description, severity, priority and status.
* Quality Control Reports
* FAT Quality Control Reports
* SAT Quality Control Reports
* Ad hoc reports on specific topics
* Project progress report(s)

**12. Evaluation of work:**

The expert’s performance will be assessed by the project TL, KE 2, and the Beneficiary’s representative.

**13. General information**

The interested candidates are invited to submit a detailed curriculum vitae by August 1st, 2023 via email to the following address: hari.begluk@rs.ey.com. Only shortlisted candidates will be contacted.

**Note that civil servants and other staff of the public administration, of the partner country or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. Experts must be independent and free from conflicts of interest regarding the responsibilities defined in this document.**