

**INTERNATIONAL PLANNED PARENTHOOD FEDERATION
(IPPF)**

JOB DESCRIPTION

Job Title:		Division:	
Programme (PO) Officer - IT and MIS		Finance and IT (Cluster D)	
Location:	Responsible to:		Date:
New Delhi	Director – Finance and IT		July 2009
1. JOB PURPOSE			
Describe why the job exists.			
<ul style="list-style-type: none"> • To provide IT/ Information Systems application and network administration support for the South Asia Regional Office (SARO). • To develop, maintain and integrate database reports for IPPF SARO's web applications; performance related database administration. • To ensure South Asia Region (SAR) Member Associations (MAs') IT infrastructure and services are up-to-date and as per IPPF standards. 			
2. KEY TASKS			
Describe the <i>main</i> activities undertaken by the job holder. The list need not be exhaustive, but should reflect the most important features of the job.			
<ol style="list-style-type: none"> 1. To develop and implement the Information Technology/Management Information Systems strategy, policies and procedures of IPPF SARO. 2. To be responsible for the implementation of IPPF SARO's Data Protection Framework. 3. To provide training on Information Systems as well as user support to SARO staff. 4. To resolve specialist software queries. 5. To pilot-test new systems and system configuration. 6. To ensure effective use of IPPF bespoke as well as "off the shelf" Management Information Systems. 7. To identify SARO as well as MA departmental/user IT/IS needs. 8. To undertake Network administrative responsibilities (in collaboration with the Infrastructure Architect). 9. To act as point of contact for generating and providing MIS Reports. 10. To develop multi-tier applications to create a dynamic web reporting environment. 11. To ensure best possible database performance by collaborating with Central Office (CO) London on database design and administration. 12. To provide Region-wide support to users on reporting issues and be able to present information suited to the particular user. 13. To assist and collaborate as required with the Network Administrator in installing and maintaining database report software, including basic maintenance and server development. 14. To be responsible for the selection of external providers and the maintenance of external service level agreements with IT providers. 15. To recommend and customise the specification of hardware devices and the acquisition of hardware/software for SARO and if required for MAs. 16. To advise and support MAs in documenting their LAN as well as the development of national network policies. 17. To provide support to MA and SARO IT colleagues as well as second line IT support 			

- for SARO users.
18. Ensure intra-regional (between MAs) and inter-regional (between other Regions and CO) knowledge sharing and learning on Knowledge and Information Systems services.
 19. To keep track of and advise Director on emerging technologies.
 20. To be responsible for the control of hardware and software by supervising the IT/IS Register/Inventory.
 21. To operate the SARO backup system in collaboration with the Infrastructure Architect whenever required.
 22. To ensure that any intervention in an MA is undertaken in collaboration with the Directors (Country).
 23. To build and maintain positive relationships with all members of staff, and contacts within and outside the Federation.
 24. To undertake any other reasonable duties as may be requested from time to time.

3. RESPONSIBILITIES

Describe: a) staff responsibilities carried out by the job holder.

Staff management responsibility for Executive Assistant – Network Administrator / IT Support.

b) financial responsibilities carried out by the job holder.

Responsible for the IT budget and expenditure.

c) advisory responsibilities carried out by the job holder.

- Trains and advises new users in IT procedures and policies.
- Advise POs, RD and Directors on technical issues
- Advise MA IT Staff on technical issues.

4. EDUCATION & QUALIFICATIONS

Describe the likely educational/training background of the job holder.

- Graduate qualification in Business Information Technology or equivalent qualification – essential.
- Certification from Microsoft / CISCO / IBM – essential.
- The job holder must have relevant accreditation (certificate endorsed) in Information Technology with specific focus on database reporting and administration (or an equivalent qualification).

5. PROVEN ABILITY

Describe the minimum level of professional experience required to do the job.

5 years experience in IT, IS support, IT planning and budgeting, IS/IT training. To include 1 years experience in managing staff.

To include 5 years experience in reporting on database driven web based applications, database administration and coding.

6. SKILLS

Detail the skills needed to do the job, *including* languages.

- Experience of development in multi-tier systems environment, including Visual Studio.NET making use of Web Services, SOAP and XML. Knowledge of ASP/JavaScript/HTML for maintenance of existing Systems.
- Database administration and performance fine tuning.
- An ability to understand complex situations, attention to detail and to design sensibility is essential.

- Broad-based IT skills to support and maintain the network/telephone system etc
- Problem solving skills and experience in providing business solutions.
- Excellent communication, presentation and training skills. Good interpersonal skills.
- Excellent staff management skills.
- Good written communication skills – ability to write for end users.
- Fluent English, additional languages desirable.

7. PERSONAL COMPETENCE

Describe the characteristics of effective job performance, eg. sound judgement, ability to maintain confidentiality.

- Ability to maintain confidentiality
- Willingness to travel internationally – approximately 10-15 travel days a year

Signed: Date:
Job Holder

Signed: Date:
Supervisor

Signed: Date:
Next Highest Authority