

# **GERUWA RURAL AWARENESS ASSOCIATION (GERUWA)**

## **JOB DESCRIPTION**

### **Position in the Organization: IT Officer (Information Technology)**

**Duty Location: Gulariya, Bardiya**

**Immediate Supervisor: Project Coordinator**

**Working time in % : 100**

**Job description valid from : August 15 to 31 December 2020**

The IT Officer should understand evolution of Geruwa, its objectives and strategies as well as key components and objectives of Prayaas Project (SAMIP). In above background carry out and accomplish the following tasks and responsibilities understanding the project objectives following the organizational policies.

#### **General:**

The IT Officer is fully responsible for overall management of Information Technology System and database administration for mHealth intervention for behavior change promotion/ SAMIP.

#### **Specific:**

In specific the tasks and responsibilities of IT Officer shall be as follows:

1. IT Officer must carefully study and understand the ToR and act as an officer for related implementation of activities
2. Consults with line manager to fully understand the goals of the IVR (Interactive Voice Response) System.
3. Collaborates with line manager to develop a plan to achieve stated system goals, providing end users with an efficient system that delivers timely and accurate responses using minimal verbal and keypad input.
4. Conducts IVR (Internal Voice Response) system tests, measuring the system ability to quickly and accurately manage varying complexity.
5. Monitors results and identifies needed modification and improvements.
6. Repeats the testing procedure as needed and implements modifications.
7. Periodically reviews the IVR system to determine whether user needs have changed and whether further enhancements or modifications are necessary.
8. Maintains current knowledge of technological developments in the IVR field.
9. Add and update details of beneficiaries, FCHVs and others in the system.
10. Update the audio files in the system.
11. Monitor the calls and retry failed calls in coordination with line manager.

12. Monitor the dates of estimated delivery of beneficiaries and coordinate with relevant field staff of Geruwa and health posts to update the date of exact delivery in the system.
13. Coordinate with developer of IVR system to analyze and produce periodic reports on the calls.
14. Performs other related duties as assigned.
15. Assists the Prayaas team on developing the web-based Monitoring & Evaluation system with data compilation, validation etc.

#### **Geruwa office**

1. Provide troubleshooting for issues in computer hardware, software and office networking
2. Provide support to other staff in installing and using IT related software and hardware.

#### **Developer IVR system**

1. Coordinate with developer of IVR system to resolve any issues with the system.
2. Test the system when new features or changes are implemented in the system in coordination with the developer of IVR system.

#### **Requirements for the position**

##### **Education / Qualifications**

- Bachelors degree in IT or related field

##### **Experience**

- Experience and willingness to travel to and work with remote and underprivileged communities
- Preference will be given to the candidate with experience in the similar field
- Ability to work in complex and changing environment as well as skills & ability of multi-tasking
- Excellent computer skills in different features and system
- Dedicated, analytical and willing to work during off hour and difficult circumstances
- Candidates having their own laptop will be prioritized.

##### **Languages**

- Good command in English and Nepali languages (both written and spoken) are required

The nature of humanitarian aid work is unpredictable. A high degree of flexibility is expected by employees to meet the demands of the organization and the work it carries out.

This job description may be amended in line with the activities or evolution of the Mission.

By signing, the employee acknowledges that he/she has read, understood and accepted this document.