

## JOB DESCRIPTION



**Job ID:** IM|IMT-CENT-IM|MNGR-01|SC|21

**OPENING FOR:** MANAGER-INFORMATION MANAGEMENT

**NAME OF THE PROGRAM:** INFORMATION MANAGEMENT

**ROLE REPORTS TO:** DIRECTOR RESEARCH

**JOB LOCATION:** SANTACRUZ

### **ABOUT THE PROGRAM**

SNEHA's Maternal and Newborn Health program seeks to improve the quality of delivery of maternal and neonatal health care in urban slums by building an accountable healthcare system as well as to empower communities to be responsible for addressing women's and newborns' integrated health needs.

### **PURPOSE OF THE ROLE**

Manager- Information Management will be responsible for day to day implementation and management of IT/IM domain of SNEHA.

### **THE PROFILE**

#### **RESPONSIBILITIES (DAY TO DAY ACTIVITIES)**

- Responsible for implementation and smooth functioning of BI system across SNEHA programs in the next program cycle
  - Overall management of BI system
  - Work towards data integration across SNEHA
  - Responsible for managing automation of domain processes – ensuring completion of tasks within timelines, ensuring final output is reviewed and goes through appropriate User Acceptance Test. Also defining and implementing next phase of automation process in SNEHA.
  - Work closely with M&E team to manage changes in program database and create dashboards (CEO to community organizers)
  - Liaison with Dimagi (CommCare) for rates, new features and building capacity of SNEHA team. Also exploring alternative data collection tools.
- Manage SNEHA's information technology systems and networks
  - Responsible for smooth functioning and up-gradation of network and security systems
  - Oversee the data back-up/management of all SNEHA data
  - Oversee the maintenance of hardware architecture
  - Responsible for IT asset and inventory management
  - Oversee timely IT bill payment
  - Liaison with regular vendors and potential vendors. Maintain documentation of the same
  - Oversee renewal and documentation of all IT contracts
  - Documentation of IM processes and initiatives
  - Updating SNEHA IT/IM policy

- Bringing in technology for aiding program implementation and domain
  - Meeting with technology vendors to understand the most suited technology for SNEHA (helpdesk, digitization of e-referral slips, messaging to community members)
  - Simultaneously, understanding the program/domain needs and gaps in technology and coming up with cost-effective solutions
  - Liaison between the program/domain team and the technology vendor (creating form logic in a format as requested by the developer)
- Designing log frames to clearly lay out outcomes and outputs for the IT integrated projects
  - Ensuring training support for any new systems adopted by the organization at either team level or organization level
  - Piloting the technology and applications developed
- Business Development –
  - Working with the program teams to draft the proposal with a strong technology/innovation component
  - Donor reporting for any fund (EPIC/FIL) allocated to IM domain
  - Responsible for IT related risk management - identify and report any IT related risks and put mitigants in place, where possible
- Team building
  - Build capacity of IM team members
  - Strictly follow SNEHA guidelines/policies and ensure the team does the same
  - Provide support and guidance to IM team in day to day activities.
  - Make periodic visits to SNEHA offices and program centres for monitoring and supervision of IM/IT activities



### **MANAGEMENT & REPORTING**

- Reports to Director, Research

### **EDUCATION QUALIFICATION REQUIRED FOR THIS POSITION**

#### **ESSENTIAL**

- Bachelor of Computer Application
- 3 to 5 years of work experience in IT sector/domain and in managing teams
- Knowledge of BI and data base management system including MySQL
- Working knowledge of and understanding of Tableau and CommCare
- Working knowledge of setting up network and security systems

#### **Desirable**

- Documentation skills
- Knowledge of managing automation process of HR, Finance and other domain processes
- Excellent communication skills and be a team player
- Ability to liaison with vendors and other external stakeholders
- Ability to build teams capacity and skills

### **Desirable (5 DESIREABLE SKILLS FOR THE ROLE)**

- Organizational skills, team working, adaptability and initiative taking
- Ability to meet deadlines and delivery of commitments
- Experience of taking anthropometric measurements
- Experience of using TAB or smartphone for data entry
- Effective communication, personal and interpersonal skills

### **APPLICATIONS**

- Interested candidates can send their CVs via email to [shikha.kotian@snehamumbai.org](mailto:shikha.kotian@snehamumbai.org) with Subject line: **(IM-Manager-Information Management-Santacruz)**