

JOB DESCRIPTION: COORDINATOR - IM, INFORMATION MANAGEMENT



ABOUT SNEHA

A secular, Mumbai-based non-profit organisation, SNEHA believes that investing in women's health is essential to building viable urban communities. SNEHA is 450+ person strong, innovative and progressive organization that works on health and nutrition in urban slum pockets with women and their families. SNEHA follows the life-cycle approach to health and nutrition, by intervening at critical junctures (adolescence, preconception, conception, pregnancy, postnatal, infancy and toddlerhood, family planning) to ensure improved health and nutritional outcomes for women and children living in some of Mumbai's most vulnerable and deprived slums and in the Mumbai Metropolitan Region (MMR) as well.

SNEHA recognises that, in order to improve urban health standards, our initiatives must target both care seekers and care providers. We work with communities residing in informal settlements to empower women and communities to be catalysts of change in their own right and collaborate with existing public health systems and health care providers to create sustainable improvements in urban health. We have currently 11 programs running across SNEHA which are Maternal and Newborn Health (MNH), Child Health and Nutrition (CHN) - Aahar, Empowerment, Health and Sexuality of Adolescents (EHSAS), Prevention of Violence against Women and Children (PVWC) (e) SNEHA Centre, SNEHA Shakti, Healthy Cities Project (HCP), Samagra, Palliative Care, Livelihood Generation, Central Operations, Research and IM.

ABOUT THE PROGRAM

SNEHA's Information Management domain plays an integral role to:

- Support programmes build evidence for their public health interventions
- Establish and maintain secure and stable Information Technology (IT) infrastructure
- Design, implement and maintain a consolidated Business Intelligence (BI) system
- Initiate and implement simple cost-effective technology solutions

Apart from setting up a strong IT infrastructure, the Information Management domain has worked on designing strong and efficient data management and visualization systems. BI architecture is designed to automate data cleaning and analysis. Tableau is now utilized to visually represent SNEHA program data, allowing for quick insight on interactive dashboards. Cloud-based data warehouse is set up for ease of data management and access. The Information Management domain has developed multiple mobile and web-based apps to streamline processes. The Information Management domain will continue to work towards streamlining processes, enhancing performance and reducing costs.

JOB LOCATION

Santacruz

DUTIES & RESPONSIBILITIES:

Manage SNEHA's information technology (IT) systems and networks

- Oversee data back-up and management of all SNEHA data
- Support in IT helpdesk ticketing system: closely coordinate with Information Management (IM) officers and generate monthly reports
- Responsible for maintaining IT assets and inventory management
- Liaison with the local IT/IM vendors
- Keep a track of AMC contracts of IT/IM vendors and renew as needed. Also ensure timely payment of telephone, mobiles and internet bills of offices and centers.
- Support in preparing meeting presentations
- Provide support and guide IM officers on day to day activities

Support in implementation of technology solutions to aid program and domain tasks

- Support in software development of various applications
- Support in management of BI system
- Support in working towards data integration across SNEHA
- Support in managing automation of domain processes and review final output
- Ability to understand, interpret data and managing changes in program database

MANAGEMENT & REPORTING

- Report daily to the Information Management - Manager
- Participate in monthly meetings, weekly meetings, trainings etc.

QUALIFICATIONS & EXPERIENCE

- Bachelor's Degree in Computer Science, diploma in computer software/computer systems /IT or information systems or allied fields
- Knowledge on Server 2019, Networking & Hardware, Firewall, Network Security
- Experience in web and software development using coding languages including Java, PHP, HTML, JavaScript etc.
- Knowledge of MySQL databases and should be able to create complex views and reports
- Demonstrated ability to work across various technology platforms for data management and analysis
- Demonstrated ability to interact and communicate with wide range of stakeholders both verbally and in writing
- Working closely with other developers, UX designers, business and systems analysts
- Ability to work independently and multi-task effectively
- Ability to learn new technologies quickly

SKILLS & COMPETENCIES

- Organizational skills, team working, adaptability and initiative taking
- Ability to meet deadlines and delivery of commitments
- Effective communication, personal and interpersonal skills

**Applications to be sent via email to sejal.kandalgaonkar@snehamumbai.org with Subject line:
"COORDINATOR - IM"**