JOB DESCRIPTION: CHIEF TECHNOLOGY OFFICER

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 500+ 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.

SNEHA has been at the forefront of using technology as an enabler of it’s program and domain functioning. Over the years, the organization has invested in technology through new systems, devices and capacity building to support the growth of the organization.

For the next stage of its growth it is looking at technology as a driver and an enabler both for increasing internal organization effectiveness as well as to scale program impact, optimize resources and explore solutions where communities / beneficiaries have access to information and/or data.

ABOUT THE PROGRAM/DOMAIN

SNEHA aims to establish an evidence-base for models of urban health intervention that can be scaled and replicated by the government and other NGOs. One of the ways of achieving this is by evaluating the impact of interventions according to the stated objectives of the program, and by designing strong and efficient data management and visualization systems which help monitor the intervention.

SNEHA’s Information Management (IM) domain plays an integral role in this process, and aims to:

- To design and implement Business Intelligence system to enable data-driven decisions
- To strengthen IT infrastructure for data security and smooth functioning of routine tasks
- To design and develop technology-based initiatives for to aid implementation of programs and domains processes

THE PROFILE

We are looking for a candidate with at least 15 years’ experience in the Information Technology industry who can review, define and execute SNEHA’s technology strategy, keeping in mind the organization’s mission and goals.

In tune with SNEHA’s evidence-based approach to health interventions, the candidate will have experience in data management to oversee a range of data-related functions to maximize the use of data towards achieving business goals.

Some experience in the development sector is preferred to enable deeper understanding of the end user’s needs and context in which we operate.

JOB LOCATION
Santacruz, Mumbai
DUTIES & RESPONSIBILITIES:
1. Assesses the needs for technology design and implementation by identifying the key business processes, simplifying / improving them to build operational efficiencies, effectiveness and managerial decision-making
2. Designing and executing the data strategy and roadmap
3. Guide and assist the Monitoring and Evaluation Team in leveraging data to positively impact and drive the organization
4. Leading and inspiring the Program / Domain teams to identify the business needs, process gaps and levers to build efficient systems with the use of technology
5. Advising and enabling the strengthening of the current IT infrastructure
6. Identifying and evaluating key technologies such as servers, switches, networks, bandwidth, devices, platforms etc to be deployed to enable smooth deployment of applications chosen
7. Identifying and building relationships with partners who can build and deploy the necessary applications and technologies meeting the needs of the organisation
8. Defining best in class practices to evaluate technology partners, award contracts and managing their outcomes effectively within cost, timeline and quality parameters.
9. Overseeing the design and implementation of Information management projects that bring about positive changes in our functioning and in turn, in the lives of women, children and communities we serve with an emphasis on technical soundness and resource efficiency
10. Facilitating and communicating the need, progress and benefits of automation on a continuous basis to inspire the users and building ownership in them to own the implementation of applications.
11. Planning for adequate fund, people, infrastructure and administrative support for the deployment and operations across SNEHA locations
12. Building internal team’s capacity on technological tools and processes to follow Evaluate IT operations with regards to established goals

QUALIFICATIONS & EXPERIENCE
BTech/MTech with at least 12-15 years’ experience in the IT/Data industry. Experience working on technology in the social sector is preferred

SKILLS & COMPETENCIES
Business Acumen: Being able to grasp an understanding of the challenges being faced by end users, identify appropriate solutions within available budgets, understand costing of technology solutions / services and make comparative analysis between service providers

Professional Expertise: A strong working knowledge of technology applications, best practices and processes for introduction / adaptation of technology solutions, data management, data security, storage systems, networking, existing & emerging technology applicable for the sector and SNEHA’s health related focus areas, including capability building of teams.

Coaching and Mentoring: Proficient in developing and managing a team of staff at all levels, including collaborating with users in other parts of the organization to enable ideation and adoption of new technology solutions

Trust and Integrity: The highest standards of integrity in internal and external dealings

DESIRABLE SKILLS FOR THE ROLE
- Organizational Skills: Personal efficiency, time management skills and the ability to prioritize competing demands
- Communication Skills: The incumbent is expected to lead the Information Management team, managing diverse personalities and viewpoints. Therefore high emotional intelligence, the ability to build relationships and collaborate with others is critical for the role
- Agility & Flexibility: Ability to work on multiple projects and tight schedules and handle ambiguity
- Diversity: Ability to work comfortably with diverse populations, with sensitivity to issues concerning Health, Nutrition and Violence.
- Influencing: Ability to articulate in a compelling fashion what’s good for the organization and the communities we seek to serve
This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated from this role. Other tasks may be assigned as necessary according to organizational needs.

Applications to be sent via email to sejal.kandalgaonkar@snehamumbai.org with Subject line: “Chief Technology Officer”

**Structure of IT Team**