

Job Description

Information Management Officer

Medical Teams International – Colombia

Department:	Field Operations
Reports to (position):	Grants & Information Manager
Location(s):	Santa Marta or Bogotá, Colombia
Workdays & Hours:	Monday-Friday, 40-48 hours/week, occasional weekends, and public holidays
Travel:	Regular travel to field locations
Number of Staff Managed: (directly & indirectly)	0

Medical Teams International Calling:

Daring to love like Jesus, we boldly break barriers to health and restore wholeness in a hurting world.

ROLE PURPOSE

The Information Management Officer is responsible for ensuring Medical Teams in Colombia is maximizing its impact and reach using digital and technology solutions for program management and delivery of health care.

The role will help create strong links between technology solutions and monitoring and evaluation by ensuring digital platforms are effectively implemented and that data is accurate and useful for reporting and decision making.

The position works closely with all Program Managers and Coordinators to ensure digital platforms are established to meet the needs of projects, and that field staff are well trained and supported to maximize the use of the platform.

JOB RESPONSIBILITIES

Information Technology

- Support Medical Teams staff with the implementation of new digital and technology solutions for project management and data management.
- Coordinate with service providers and technology suppliers to ensure digital platforms are customized to the projects of Medical Teams
- Coordinate with Medical Teams Information Services team in the USA to ensure Colombia digital systems are updated, secure, and aligned with Medical Teams global information systems infrastructure and strategies, including maximizing the efficiency and savings of global service agreements.

- Under the management of the Grants and Information Manager, support the oversight of agreements and contracts with technology service providers, including general budget monitoring.
- Ensure all equipment for digital solutions are updated and secure for data storage, and protocols for storage and usage are clear (asset management)
- Provide research and recommendations on new information technology systems to support efficient and effective delivery of Medical Teams projects.

Information Management and Monitoring

- Coordinate with project team to establish data collection, monitoring and evaluation activities using technology solutions, such as Kobo, ODK, etc.
- Conduct spot checks and monitoring to ensure data from vendors and service providers is accurate and entered correctly in information systems.
- Generate reports from digital platforms and support Medical Teams to use accurate information in reporting, fundraising, and publications.
- Support project planning to ensure data collected will be useful and used strategically.
- Represent Medical Teams in civil society networks and forums related to Information Management and reporting against national and regional action plans.
- Coordinate with project teams in Monitoring and Evaluation to ensure project indicators have clear data flow from digital platforms to reporting.
- Support the development of grant proposals through assessing the application of existing or new technology solutions and providing cost estimates for planned activities.

Training and capacity building

- Develop and maintain training and capacity building plans for Medical Teams staff to use digital data management platforms, including training for new staff.
- Support Medical Teams staff to access external training opportunities in Information Management
- Provide support and training to Medical Teams partners and vendors involved in project implementation (including providing face to face training and support to large vendors).

General Support

- Other tasks as directed by the Manager related to the role function and purpose.
- Supporting the security and safety of the Medical Teams offices, especially in relation to equipment storage and IT security.

QUALIFICATIONS (EDUCATION, LICENSES, CERTIFICATIONS)

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- Required: Bachelor's degree in information technology, information management or data science, plus 4 years of experience
- Preferred: Master's degree in information technology, information management or data science, plus 2 years of experience.
- Other relevant certifications in Information technology or monitoring and evaluation.

EXPERIENCE

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Required:

- Experience working with digital data collection platforms, such as Kobo, ODK Collect
- At least 2 years work experience with NGOs, including project implementation experience
- Experience managing vendor contracts or service agreements.
- Work experience or expertise in information technology.

Preferred:

- Experience managing client beneficiary management systems, such as RedRose, CommCare, LMMS, Scope or others.
- Monitoring and evaluation experience within an NGO context

KNOWLEDGE, SKILLS & ABILITIES

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- Proficiency in both English and Spanish is required for this role (to enable communication with global vendors and Medical Teams IS team in the USA).
- Ability to prioritize tasks to meet deadlines with limited supervision.
- Ability to be honest and foster an atmosphere of trust and integrity
- Ability to maintain detailed records with high accuracy
- Ability to maintain confidentiality of highly sensitive information
- Ability to support MTI Calling and adhere to the MTI Code of Conduct

PHYSICAL REQUIREMENTS & WORKING CONDITIONS

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Tools and Equipment Used

- Requires frequent use of personal or work computer, including Microsoft Teams and other digital platforms.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is required to walk; climb stairs; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands, and arms.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires occasional travel to health facilities located in remote areas with very basic living conditions.

- The noise level in the work environment is usually moderately quiet.
- The employee will be required to regularly travel to remote areas of the country where there are potential health hazards and risks, limited hygiene facilities, hot weather, and basic living conditions.

NOTE: The above job description is intended to describe the general nature and level of work being performed by staff assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of staff in this position. Duties, responsibilities, and skills are also subject to change based on the changing needs of the job, department, or organization. The job description does not constitute an employment agreement between the employer and employee and is subject to change by Medical Teams International as the requirements of the job change.

I have read and understand this explanation and job description.

Employee Signature:

Date:

Supervisor Signature:

Date: