

## **Social Development Foundation (SDF)**

### **Terms of Reference for District Officer, IT & MIS**

District IT & MIS Officer at District Office of SDF, provides IT related services and maintains the ICT Infrastructure including LAN, printer and scanner, and the audio/video conference system of the concerned district office. Monitor data entry function at Cluster and Village level and ensuring timely data entry into LMS and MIS system. Install, troubleshoot and maintain IT software and hardware. Provide training to end-users of MIS and LMS. S/he will work under the supervision of District Manager with functional relation with Regional Manager/ Officer -MIS.

#### **The Key Responsibility Areas are:**

- Monitoring and maintaining IT equipment to ensure maximum usage.
- Keeping LMS (Loan Management System) and MIS up-to-date
- Generating report for management

#### **Specific Duties and responsibilities:**

- Ensuring smooth usages and operation of ICT tools and equipment at District, Cluster and Village level;
- Monitoring data entry function at of all Clusters (at least 5) and Villages (at least 30 villages per cluster) and ensuring timely data entry into LMS and MIS system with quality;
- Providing handholding training to the Data Entry Operator (DEO) and Community Resource Persons (CRP);
- Undertaking frequent field visits to supervise implementation of LMS activities and provide guidance.
- Troubleshooting of computer hardware, software and networking at District and Cluster offices and Villages to some extent;
- Ensuring anti-virus software is always up to date and share necessary information with users regarding potential risks;
- Ensuring repairing and maintenance of hardware at all levels under the district and maintaining accurate records and logs in this regard;
- Updating district level data into MIS;
- Managing and maintaining data cleaning, scanning and quality checking etc ;
- Generate various reports from MIS system as required by the management;
- Monitoring the activities of DEOs and facilitate them to implement MIS and LMS properly;
- Provide necessary information on progress of MIS and LMS implementation to Regional Director, District Manager, Regional Manager (CF), and Regional MIS Officer;
- Any other responsibilities assigned by the management.

#### **Key Deliverables:**

- LMS and MIS are updated and functional at all levels
- ICT tools and equipments are running smoothly at district, cluster and village level
- Reports are compiled and finalized correctly and timely.
- DEOs and CRPs are properly trained and capable to operate the LMS smoothly.

**Required Minimum qualification, Experience and competencies:**

- B.Sc Engineering/ Bachelor of Science in IT/CSE or relevant field;
- Minimum of 3 (Three) years working experience in recognized organizations in the field of IT/MIS management and analysis;
- Training facilitation skills is mandatory. Presenting critical/technical phenomenon in a simple and comprehensive way, especially for the non-technical and/ users with limited literacy skills, is the key for this position;
- Experience on handling and maintaining of Microfinance software will be considered as added advantage;
- Ability to work under pressure with limited supervision and take initiative;
- Good IT skill and experience on hardware, network, infrastructure support, and Microsoft Office Suite applications;
- Must have the will to travel at villages and work with the rural community (end users of LMS).
- Must not exceed the 42 years of age on the last date of submission of application for this position as advertised in the national dailies.