

Job Description for ICT for Development Officer (ICT4D Officer)



INTRODUCTION

WaterAid's Vision is of a world where everyone has access to safe water and sanitation. Our mission is to transform lives by improving access to safe water, hygiene and sanitation in the world's poorest communities, WaterAid works with partners to maximize its impacts for policy change/influence.

WaterAid Rwanda (WARw) works through supporting local organizations and government to plan and implement inclusive and sustainable services of water, sanitation and hygiene (WASH). WARw also seeks to influence the policy change through government and other key WASH stakeholders to secure and protect the right of poor people to safe, affordable water and sanitation services. Occupying the position for ICT for Development Officer (ICT4D Officer) is an exciting opportunity to work with WaterAid and contribute to the achievement of the national and global goals towards realizing the WASH access for everyone everywhere.

WaterAid is fully committed to protecting those with whom it comes into contact. WaterAid is committed to ensuring that wherever we work in the world there is no tolerance for the abuse of power, privilege or trust. WaterAid reinforces a culture of zero tolerance towards any form of inappropriate behavior, abuse, harassment, or exploitation of any kind. The safeguarding of our beneficiaries, staff, volunteers and anyone working on our behalf, is our top priority, and we take our responsibilities extremely seriously. All staff and volunteers are required to share in this commitment through our Global Code of Conduct. We will conduct the most appropriate pre-employment references and checks to ensure high standards are maintained.

For more information about safeguarding at WaterAid, please visit our safeguarding webpage at: <https://www.wateraid.org/uk/safeguarding-at-wateraid>



**One vision.
Three goals.**

About the role



A. About the role

Job Title	ICT for Development Officer (ICT4D Officer)
Place of work:	Kigali Rwanda
Grade:	E
Contract type:	Fixed Term (Project based)
Reports to:	Head of Finance & ICT
Direct Report (s)	None
Work relationship	Internal: All WaterAid Rwanda staff, WaterAid EA Region & Global staff. External: Service providers, consultants

B. Job Purpose

Job Purpose	<p>S/He will be responsible for introducing digital technologies and innovations in WARw program and influencing initiatives. S/He will leverage information and communication technology to enhance the effectiveness and efficiency of WaterAid's Rwanda WASH programmes through designing interactive platforms, mobile applications, or digital training materials to reach and empower individuals in WASH programs.</p> <p>S/He will be responsible for managing and implementing ICT solutions that improve data management, facilitate data collection, analysis, and reporting, enabling evidence-based decision-making for WASH projects. In addition, you will administer and maintain WARw ICT software and hardware infrastructure and systems and ensure efficient and cost-effective delivery of ICT services and supplies.</p>
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C. Main Responsibilities and Duties

Programme Design and Implementation

- Develop and implement the WaterAid Rwanda's ICT4D strategy, aligning it with the overall goals and objectives of the public health and universal access programmes. This will involve assessing existing ICT systems, identifying areas for improvement, and implementing solutions that enhance efficiency and effectiveness.
- Lead on data mapping and data protection. Elaborate a data map guide in line with WaterAid policies to meet the UK GDPR and Data Protection Act 2018.
- **Digital Solutions Development:** Develop digital tools, applications, or software platforms that support community engagement, education, and behavior change in relation to WASH practices. This includes designing interactive platforms, mobile applications, or e-learning materials to enhance the reach and impact of WASH programs.
- **ICT4D Capacity Building:** Collaborate with MEAL and other teams to improve organisational learning on ICT4D for programme interventions. Lead on building the ICT capacity of staff and relevant stakeholders through training sessions, workshops, or providing technical support to ensure that all relevant parties are equipped with the necessary skills and knowledge to effectively use ICT resources.
- **Collaboration and Partnerships:** Collaborate with internal teams and external partners to ensure effective integration of ICT solutions into WaterAid Rwanda's WASH initiatives. This will include working closely with programmes department, advocacy teams, project field staff, and other stakeholders to align ICT strategies with WASH goals.
- In collaboration with the Communications & Campaigns Specialist create a webpage for WARw. Lead on uploading and maintaining the WARw webpage.

Support in the updating and maintaining the WARw webpage Support in creation of the WARw CP webpage on source.

- Monitor and evaluate the impact of ICT4D interventions in WASH programmes. This requires tracking key performance indicators, conducting assessments, and providing regular reports to the management team.

Technical ICT Support

- Manage all ICT support services and ensure that adequate level of support is being provided to the organization and users.
- Setting up, maintaining, and providing technical support to all Departments and Staff. General review of the ICT setup, inspection of hardware and adjustment of systems
- Implement and manage key systems and services that provide the required ICT environment. Systems support in installation configuration and data migration of computers.
- Lead on the roll-out and implementation of new global systems in the CP
- Monitor and ensure that ICT policies, such as Internet, email and anti-virus policies are adhered to for all users.
- Ensure standard backups are completed successfully on a daily basis and in accordance with the established WaterAid procedures. Implements and manages the storage facilities backup and archiving of critical data. Sharing of common data and active devices and advise on offsite backup system.
- Lead on IT/data disaster recovery planning and in particular to maintain strategies related to technical service provision and recovery.
- Ensure that the off-site data warehousing facility is operational and running as planned.
- Responsible for registration and administration of WaterAid's operating system, software licenses, and ICT assets.
- Maintenance of both the CP's server and other ICT infrastructure.
- Be a primary point of contact for hardware problems, maintenance, and repair with approved suppliers. Checks the genuineness of software's and checks internet capacity need vs usage and advise.
- Any other service/advise as deemed necessary and according to the ICT situation

D. Key Competences, Skills, experience, and Knowledge

Qualifications, Knowledge and Experience

- Bachelors' degree in ICT, Computer Science, Software Engineering, Data Science or other related field.
- At least 5 years' experience in ICT solutions in the implementation of innovations, technology, and digital development programmes in the

development sector and in a busy computer systems environment.

- Supporting and troubleshooting Windows PCs, servers, printers and networks or similar work environment; Microsoft or networking certifications on the above platforms preferred.
- Knowledge of practical applications of software, database, network, telecommunications and systems
- Good understanding of emerging trends in the Cyber Security field
- Local ICT market awareness desired
- Good understanding of emerging trends in the Cyber Security field.
- A thorough understanding of anti-virus software and how viruses propagate and infect.
- Good knowledge of peer-to-peer e.g. in workgroup consisting of Microsoft Windows, server-based networking e.g. based on the domain model of Microsoft Windows and Active Directory.
- Good knowledge of equipment for organizing, protecting, and troubleshooting LAN and WAN hardware.
- Awareness of technologies for securely interfacing private corporate networks with unsecured public ones, such as firewalls, proxy servers, and packet-filtering routers.
- Understanding of VOIP, SIP based telephony and Microsoft Lync software.

Key competences and Skills (expertise, behavioral competencies)

- Self-motivated, initiative, work independently with minimum supervision
- Ability to plan ahead, anticipate requirements, problems and obstacles and manage competing priorities.
- Excellent business partnering, communication, supportive, collaborative and team player; and interpersonal/ relationship building skills and customer service skills
- Experience in designing business processes and implementing complex solutions in diverse thematic areas.
- High integrity and demonstrated ability to follow standards and policies.
- Good understanding of emerging trends in the Cyber Security field
- Positive attitude, flexibility, and willingness to learn.
- Creativity and innovation.
- Willingness to travel to the programme / project areas.
- Proven office organizational and management skills, strong ability to multi-task
- Strong time management, ability to prioritize, plan and organize work in a busy environment
- Competency in WaterAid common approaches to work including partnerships, convening, inclusion, systems strengthening, creating behavioral change, and mainstreaming gender and inclusion of youth.
- Commitment to WaterAid's values and ways of working.