

Job Description

Position:	Information Management (IM) Officer
Reports to:	Monitoring and Evaluation Manager
Supervision of:	None
Duty station:	Tehran, Iran
Travel:	10%
Project number:	IRFP0000
Duration and type of contract:	Fixed-term contract for one year with possibility of extension

All NRC employees are expected to work in accordance with the organisation's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

1. Role and responsibilities

The Information Management Officer (IMO) will directly contribute to the development, rollout and maintenance of NRC Iran's country office Information management systems. The main responsibility will include managing NRC's beneficiary data in a safe and useful manner. For this purpose, the IM Officer will work with the internal Beneficiary Database, the Global Output and Outcome Reporting System (GORS), Power BI, GIS and project databases. The IMO also works with key staff to support data extraction, visualization and capacity building as needed.

Generic responsibilities

1. Ensure adherence with NRC policies, tools, handbooks and guidelines
2. Implement Information Management project portfolio according to plan of action
3. Prepare and develop status reports as required by management
4. Ensure proper filing of documents
5. Ensure that projects target beneficiaries most in need, and explore and assess new and better ways to assist
6. Promote and share ideas for technical improvement
7. Promote the rights of refugees and displaced in line with the advocacy strategy
8. Identify and report protection needs and gaps, explore and propose new and safer ways to assist

Specific responsibilities

The IM Officer will be responsible for:

- Maintenance and development of NRC Iran's beneficiary database, providing technical support and training to database users. Conducting analysis, reporting and information extraction from the database
- Lead on development and rollout of SOPs, systems and procedures for IM systems
- Support data management and the process of transfer of data from separate databases to the current beneficiary database
- Lead on the design and rollout of data quality checks on the data registered in the beneficiary database, GORS, and other internal databases

- Minimize data collection, data entry and reporting efforts through introducing digital processes/ automatization.
- Handle database specific tasks such as creating queries, procedures, and functions to support application development.
- Adherence with NRC data protection regulations, EU GDPR and other policies.
- Liaise with NRC IM/ICT staff at Country, Regional and Head Office levels to ensure that NRC Iran's IM systems are aligned with regional and global initiatives as much as practical.
- Liaise with NRC Regional or Head Office IM/ICT staff to conduct periodic IM audits.
- Supervise and train teams in relation to IM systems implementation.
- Contribute to internal learning to help improve NRC processes and project delivery through provision of specific technical analysis, lessons learnt and reports.
- Ensure knowledge management and that is learning properly documented.
- Assist in the preparation of reports with the extraction of data from IM platforms and lessons learned.
- Responsible for user administration across IM systems, including general end-user support
- Support the development of troubleshooting guides and guidelines for NRC Iran staff for common IM related issues/complaints.

Critical interfaces

Relevant interfaces for this position are:

- M&E Unit;
- CVAT team, Accountability unit, ICLA and LFS teams;
- Programme units;
- ICT Department;
- External stakeholders – including database development consultants and other humanitarian agencies and UN organisations

Scale and scope of position

Staff:	The IM Officer has no subordinates, except during intensive periods of data entry where he/she may coordinate intensively with a M&E assistants, or temporarily assigned members of other teams/units
Stakeholders:	The IM Officer must liaise with a number of external stakeholders: UN agencies, INGOs, local NGOs, civil society, governmental bodies and donors.
Budgets:	IM-related budgets to be confirmed for each initiative
Information:	The IM Officer is responsible for ensuring NRC compliance with data management and communication requirements.
Legal or compliance:	The IM Officer must comply with NRC data protection requirements and best practices.

2. Competencies

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

Generic professional competencies:

- Experience from working as an IM Officer in a humanitarian/recovery context
- Previous experience from working in complex and volatile contexts
- Documented results related to the position's responsibilities
- Fluent in English and Farsi

Specific skills, knowledge and experience:

- University degree in Information Technology, Computer Science, Statistics or a related field.
- 3 years of experience in development and administration of database systems (relational databases or other).
- Knowledge of managing data security, including data encryption, user and group management, views, and security modes.
- Experience in roll out of information management tools, including delivery of user trainings
- Solid background in use of Microsoft Office software package (MS Excel advanced).
- Knowledge of GIS and tools/software for GIS data management is required.
- Experience with data analysis and visualization solutions such as MS Power BI, Google Data Studio, Tableau is required. Knowledge of MS Power BI suite is an advantage.
- Background with CRM systems e.g. MS Dynamics, Salesforce CRM, will be an advantage.
- Knowledge of mobile data collection platforms e.g., Kobotoolbox or other ODK-based platforms is a plus.
- Experience in developing ASP.NET MVC or ASP.NET Core MVC applications (MVC version 5 or later), proficiency in C#, Microsoft SQL Server (version 2012 R2 or later) or MySQL, knowledge of ADO.NET, experience with various types of web application servers (MS IIS, Oracle Apache, Glassfish, etc.), and understanding of HTML, JS, and CSS would be an advantage.

2. Behavioural competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, and the following are **essential** for this position:

- Planning and delivering results;
- Empowering and building trust;
- Communicating with impact and respect;
- Handling insecure environments.

2. Performance Management

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description;
- The Work and Development Plan;
- The Mid-term/End-of-trial Period Performance Review Template;
- The End-term Performance Review Template;
- The NRC Competency Framework.