



**NAGURU TEENAGE CENTER
VACANCY ANNOUNCEMENT
POSITION: IT OFFICER**

Naguru Teenage Information and Health Centre (NTIHC) has worked in the field of adolescent sexual and reproductive health and rights (ASRHR) for almost 3 decades, implementing a youth friendly responsive model of ASRHR services. Established in 1994, NTIHC is a pioneer adolescent health program in Uganda established to provide “Youth Friendly Responsive” ASRHR services and information, primarily targeting young people 10-24 years old.

Naguru Teenage Centre seeks to recruit a qualified individual to work as IT Officer.

Role Overview: To provide a range of services to promote and support the use of ICT systems and facilities within the various departments of NTC in line with the ICT strategies and guidelines.

Key Result areas

1. Support the development, implementation and review of ICT systems and procedures

Key Activities

- Identify and evaluate system procedures to meet specific operational needs and to recommend the best practices.
 - Assist with the installation, testing and implementation of new ICT systems, and the continuous development and support of existing systems.
 - Provide a range of system administration services which fully meet the needs of NTC
 - Enforce guidance notes and rules for users
 - Participate in the development of user programs appropriate to the various needs
 - Improve the various NTC activities through the specification and design of solutions which enhance and explore systems and software packages in use e.g. spreadsheets, word processing, databases and outputs, and undertaking or assisting in their development and implementation
 - Participate in the development, implementation and review of departmental and corporate ICT projects in a lead or supporting role, including liaison with other project stakeholders and the completion of specified work packages.
 - Assist with the retrieval of management information and the development of operational reports to facilitate service delivery and performance monitoring.
2. Participate in drafting the ICT budget for the organization and make orders of required items as per the organizational goals

Key Activities

- Set guidelines on ICT purchases
- Prepare ICT budget
- Assist users with the procurement of ICT goods and services.

- Identify and recommend appropriate options for required systems and software packages at the best prices
 - Recommend vendors for ICT services and products
3. Set-up, update and maintain NTC's ICT systems (e.g. phones, websites, mobile apps, SMS content etc, that ease the way of working for NTC staff)

Key activities

- Mantain website for the organization
 - Purchasing a domain name and source for service providers
 - Make recommendations to Communications Officer regarding company-wide system upgrades and execute upgrades as appropriate.
 - Supervise and train users in web content management as well as social media management
 - Implement various communications technologies/ platforms to ease NTCs work
 - Installing or reinstalling software on the workstations on a regular basis
4. Management and maintenance of web Site and data
- Key activities
- Maintenance of the website, and updating the information on a daily basis
 - Troubleshooting in case of website malfunction
 - Ensure that all departments are connected to the intra and internet
 - Monitor content coming into and out of the organization to ensure data integrity and confidentiality
 - Participate in data and system audit and quality initiatives, including the formulation of appropriate mechanisms to monitor their efficiency and effectiveness and agreeing supporting procedures and corrective measures.
 - Be familiar with and adhere to legislation and policies relating to Data Protection, Freedom of Information and Information Security and other legislation relevant to ICT.
5. Support the IT function to provide IT solution within the IT component of NTC.
- Analyze IT needs and choose the most suitable software, hardware and other IT requirements as appropriate
 - Ensure the smooth functioning of all IT infrastructure such as servers and network connections, besides hardware and software
 - Ensuring security of the physical and virtual components of Information Technology such as security of the server rooms and installing virus protections and firewalls
 - Organizing data, storing them securely and creating backups
 - Installing and configuring computer hardware operating systems and applications;
 - Monitoring and maintaining computer systems and networks;
 - Troubleshooting system and network problems and diagnosing and solving hardware or software faults
 - Providing IT support, including procedural documentation and relevant reports
 - Follow written instructions to repair a fault or set up a system
 - Supporting the roll-out of new applications

- Setting up new users' accounts and profiles and handling password issues
 - Testing and evaluating new technology
 - Conducting electrical safety checks on computer equipment.
 - Provide input and update information on NTC website
6. Manage Naguru Teenage Centre's Muvubuka.com online real time app and other online platforms including social media.

Key activities

- Key activities include managing site content, design, and functionality; optimizing site performance and user experience; coordinating with cross-functional teams such as advocacy, communications, counselling, service delivery, marketing, and IT, implement strategies to increase site visibility and utilization; analyzing website metrics and user feedback.
7. Provide Technical support to NTC'S MEAL function including participating in monitoring, Reporting, evaluations, data collection, analysis, interpretation and documentation in relation to key leanings, best practices, theory of change implementation, models and outcome change realization.
- Technical support in development of monitoring indicators, tools and methodologies for projects, NTC departments and partners
 - Technical support in documentation of stories of change and models, leanings and good practices
 - Compile the NTC annual Report
 - Contribute in documentation of models and end of project reporting
 - Technical Support to NTC units to document key leanings, good practices in behavior change, advocacy, campaigning and resource mobilization efforts
 - Remind and help the NTC staff to update their MEAL records
 - Collect, Validate and enter M&E data into the management information system(MIS) and share aggregated information from it with different departments/units

Education & Certifications

- Bachelor's degree in Information Technology, Management, Computer Science, from a recognized university of recognized standing
- Post graduate Diploma in M&E or any other related field is an added advantage

Essential Experience

- Experience in advising and supporting users, development, implementation and on-going systems administration of ICT systems, preferably in a housing-related, social care or other public service environment

Essential Skills

- Strong knowledge of office operations and computer technology
- Good organizational, attention to detail and coordination skills; ability to work calmly under the stress of conflicting deadlines and assignments.
- Ability to work independently with minimal supervision, exercise good judgment and maintain complete confidentiality.

- Reasonable knowledge of Web technologies, protocols, and tools including HTML, CSS
- Programming experience with HTML.
- Familiarity with dynamic web design
- Good communication skills
- Ability to train users on how to use a variety of software applications
- Must be able to check and respond to e-mail frequently throughout the day even when not scheduled to work.
- Use of mobile content systems
- Development of mobile phone applications
- Microsoft Office applications experience a definite plus (Word, Excel, Access, PowerPoint, Publisher).

Essential Knowledge

- Flexible in approach and receptive to new ideas and ways of working
- Must be able to move from department to department as needed to assist technology users in the organization.
- Ability to analyze business problems and recommend suitable ICT solutions where appropriate.
- Ability to be a self-starter and work on own initiative, but also work closely with others.
- Ability to understand users' concerns, anxieties and skills, limitations, and respond to them appropriately.
- Ability to impart knowledge and encourage others; prepare and deliver effective reports/presentations in one to one, group and formal settings.
- Ability to understand and interpret technical information and share information with non-technical users.
- knowledge or interest in graphic design
- ability to multitask in areas of monitoring and evaluation.

Interested individuals should apply to the Head of Human Resource and Operations, Naguru Teenage Centre. Applications should be submitted along with a CV with at least three referees and their day time contacts, academic documents and certificates. Only Soft copy applications should be submitted to recruitment@ntihc.or.ug Hard copy applications will not be accepted.

Closing date 10th June 2024.

Only shortlisted Candidates will be contacted. For further viewing, visit our website at www.ntihc.or.ug