

WVV IT Officer (Micro Finance Unit)

Location: [Asia & Pacific] [Vietnam] [Quan Hoan Kiem]

Category: Information Technology

Job Type: Fixed term, Full-time

WORK CONTEXT / BACKGROUND:

Microfinance is a specialized program within World Vision Vietnam (WVV), operating towards long term sustainability. The objective of the Program is to improve the quality of lives for the poor and their children through the provision of micro finance services: credit, saving, micro insurance and other non-financial services through the integration with different sectors in WVV.

Currently, the Program is operating in 11 districts in the North and Central Vietnam, with possible expansion to new areas in the future, serving more than 14,000 poor, near poor and low income households and having direct impact to more than 20,000 children.

PURPOSE OF POSITION:

To support MF Program to establish standards for the Management Information System (MIS) (currently loan tracking system) of the program in line with the Vision Fund International (VFI) Standards and to administer & maintain the MIS as well.

To ensure the effective functioning of the IT system that facilitates MF Program operation.

MAIN RESPONSIBILITIES:

Planning & Systems Support

- Clear understanding of design mechanism and software running to install, set up, redesign and fix technical problem if there is any incurred.
- Prepare and forecast the storage size needed for the software, MF Program Data files and number of backup-tape in a timely manner.
- Ensure Server and MF Programs MIS to be maintained regularly (Files Resizing)

- Ensure the management and information security at branch level by supporting equipment suggested.
- Provide technical suggestion/ recommendations to MF Program Management Team when testing the new software, ensuring the compliance with MF Programs practice.
- Set up MF Program MIS in Head office and all branches.
- Conduct software training and provide support to the users within MF Program.
- Ensure the accuracy, timely and consistence of all loan portfolio information by closely working with Operation team/ Branch staff.
- Ensure portfolio data & information to be uploaded and all reports to be made on time.
- Back up MIS data regularly. Develop & facilitate the implementation of disaster recovery plan/ procedures for branches.
- Provide effective assistance to MF program management team to revise and improve the current reporting system.
- Well maintain and develop connection and integration with IT WVV, VFI-APRO & Global Team.
- Provide effective assistance to IT WVV in resolving technical issues (both hardware and software) as well as closely monitoring the compliance with IT policies of staff at the fields
- Support in resolve IT issues from branches via Service Now system.
- Be responsible as a Project Coordinator when the new Loan tracking system is developed including:
- Any other tasks that may be assigned by the Supervisor are conducted from time to time.

New Loan tracking system developed and installed

- Perform business requirements gathering and conduct gap analysis.
- Be responsible in the selection, orientation, and coordination of the project
- Conduct orientation, and supervise the user acceptance test team;
- Responsible for coordinating with service providers e.g. software vendors, suppliers, etc.;
- In charge of managing the implementation in order to produce the required business functionality within the budgeted

time and cost.

- Lead the development of new operations and finance procedures including, but not limited to, user and policy manuals.
- Regular update to Management team and VFI IT manager on the implementation of the project.

Capacity Building & Spiritual Nurture

- Build up IT capacity for all MFU staff, ensuring they can use the system effectively.
- Participate in MFI/ IT forum/ workshop where applicable.
- Maintain a positive working relationship with all staff, providing clear written and verbal communication to management and the global organization.
- Day-to-day behavior and attitudes, which exemplify WVV / MF Programs Mission, Core Values, Christian identity, the organizational culture and encourage others to follow, are demonstrated.

JOB REQUIREMENT:

The following knowledge, skills and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on the job training:

- Bachelor degree in Computer Science/ Information Technology or related fields;
- In-depth understanding in Windows; MS Office; TCP/IP Configuration
- Experience in Database Design and development (SQL Server, MS-Access.) & Software programming (VBA, VB.Net) is preferred.
- Knowledge in Micro Finance is preferred;
- Good communication and interpersonal skill with ability to communicate complex technical details in clear and concise manner;
- Be committed to work with the poor and have customer service oriented mindset;
- Good spoken and written English skills;

- Good computer skills in Word, Excel, PowerPoint and email;

World Vision Vietnam is a Christian non-government organization. Applicants having working experience in a similar kind of organization will be an advantage.

Application documents include: + Detailed Curriculum Vitae

+ Cover letter

Deadline for application: 6 December 2015

Our contact details are:

People and Culture Department

World Vision International - Vietnam

Address: 4th floor, the HEAC building, 14-16 Ham Long streets, Hanoi

Tel: 04. 39439920 (ext.121). Email: job_application@wvi.org

We give equal opportunity to every candidate, regardless of religion, race and gender.

A competitive salary, benefits and career development opportunity will be offered and commensurate with the experience, qualifications and responsibilities.