Job Specification: Information Systems Manager, Ukraine

Department:	Operations
Scale:	PSM 4
Line managed by:	Technical Operations Manager (TOM)
Responsible for line managing:	Information System Officer (ISO)
Location:	Ukraine

MAG's Vision is a safe future for women, men and children affected by violence, conflict and insecurity. People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

MAG's Mission is to save lives and build safer futures. We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us 'it's all about people'.

MAG's Values. Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

DETERMINED - we work with purpose
EXPERT - through excellence and expertise we build trust
INTEGRITY - we strive to do the right thing
COMPASSION - people come first in everything we do
INCLUSIVE - we are inclusive, and we value diversity

Job Purpose: The Information System Manager (ISM) shall support the operations department and report to the TOM. Overall, the ISM shall contribute towards the successful delivery of MAG's Country Operational Plan to ensure high levels of safety, quality, innovation and continual improvement, and promote the sharing of expertise, learning and development inside MAG.

The ISM shall also manage the Ukraine Information System and ensure that it efficiently and effectively collects, validates and analyses data, which is shared with operational decision-makers and other stakeholders requiring information on progress, deliverables and impact. Furthermore, this position will provide support to, train and capacity-build a new team of information system staff to ensure that information system services are delivered accurately and timely to all internal and external stakeholders. Moreover, the ISM will also have to develop, maintain and implement policies, procedures and systems to maximize the efficient provision of information system services.

Job Description

The ISM is primarily responsible for the management, maintenance and analysis of programme operational data, and the production of accurate, informative mapping to assist humanitarian demining operations. Solid information management is fundamental to MAG mine action operations. The ISM is the means by which MAG's operational activities are properly recorded, processed, analysed and disseminated. The ISM will, after training, be expected to fully grasp the range of MAG's mine action operational activities and the relevant data and information produced by MAG's Operations Management Information System (OMIS)

- Provide specialist information system support and oversight to the MAG Ukraine programme.
- Develop, maintain and improve databases and ensure that programme information is suitably stored and backed up to ensure business continuity.
- Establish a clear data flow with stated quality assurance and control mechanisms to ensure the accurate design and implementation of mobile data collection tools and data flows to assist efficient and effective field-level operations.
- Establish simple validation and standardization procedures for all data received from the programme.
- Develop effective systems to manage hard copy documentation where required.
- Maintain and propose updates for mobile data collection forms and ensure that mobile data collection devices are being used correctly.
- Prepare GIS mapping products (electronic and hard copy) to support and respond to technical operations, the programme, donors, and other requirements.
- Assist the programme management staff, in designing and implementing suitable monitoring and evaluation tools to assist the programme to understand the humanitarian impact of its operations.
- Conduct spatial analysis and prepare overlays of operational data to inform operational delivery.
- Monitor and evaluate spatial and non-spatial data from the programme.
- Diagnose and troubleshoot problems with the spatial and non-spatial data and restore normal operations in a timely and accurate manner.
- Analyse data coming from various external data sources by using a wide spectrum of GIS-based standards including (but not only) spatial analysis.
- Use MAG internal data, open source, and other data to produce a regular analysis of the presence and impact of landmines and explosive remnants of war (ERW).
- Ensure MAG operational data is submitted accurately and on time to Information Management System for Mine Action (IMSMA), the national database owned by the Mine Action Centre (MAC).
- Ensure MAG monthly operational data is submitted accurately and on time to meet all reporting obligations.
- Develop and deliver staff training and mentoring plans to ensure the continual development of skills and competence of relevant staff.
- Assist in the development of policies and standardisation as required for information systems.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises. Some Job Descriptions may be supplemented by specific Terms of Reference.

All staff are expected to undertake the following general duties:

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives.
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities
- Undertake and apply learning from appropriate training and development programmes.
- Undertake a role in developing countries and areas in a conflict where standards of living may be basic.
- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

Person Specification

Essential Skills

- Excellent spoken and written English

- Strong track record in progressively responsible experience in implementing and managing IM/GIS projects.
- Field experience in relevant IM/GIS operational approaches and methodologies.
- Experience in undertaking quality assurance and monitoring and evaluation of IM/GIS projects.
- Strong experience in GIS

Essential Competencies

- Strong skills in working with ESRI ArcGIS and related tools (ArcGIS Online and various mobile and desktop applications).
- Experience in managing various databases (FGDB, SQL DB, etc.)
- Knowledge of surveying tools (Handheld GPS, DGPS)
- Advanced knowledge in computer handling and data acquisition.
- Strong data analysis and visualization skills.
- Ability to establish efficient professional working relationships with stakeholders including national and regional authorities.
- Experience in implementing information management systems and developing supporting policies and procedures.
- Experience in working collaboratively to improve data management practices.
- Ability to train and develop staff in information management techniques
- Excellent verbal, written and presentation skills
- Ability to produce high-quality reports for internal and external distribution (knowledge of data driven map production)

Essential Aptitudes

- Proactive and solution-oriented
- Self-motivated, flexible and enthusiastic approach to work
- Ability to prioritize and meet deadlines
- Committed to achieving and furthering MAG's goals
- Be adaptable, flexible, and able to work in a hostile environment and under difficult circumstances.
- Ability to prioritise, manage a heavy workload and work well under pressure

Desirable

- Experience with programming languages (Python, SQL, etc.)
- Experience working with IMSMA^{NG}
- Knowledge of IMSMA CORE
- Experience in designing data collection forms (Survey123, ODK, CommCare, etc.)
- Advanced knowledge of Microsoft Applications (particularly Excel)

Signed employee:	**Date:**
Signed manager:	**Date:**

September 2023