



Functional Title:	ICT for Development (ICT4D) Officer
Responsibility level/Grade:	Officer
Department/Project/PN:	Central Office
Workstation:	Kathmandu
Incumbent's Name:	Vacant
Principal Evaluator:	Finance and Program Support Director

JOB SUMMARY

The ICT for Development (ICT4D) Officer will champion the integration of technology across all aspects of our organization. The incumbent major responsibilities are pivotal in identifying, implementing, and managing digital solutions that streamline operations, improve efficiency, and create new value for our program participants and other stakeholders. This position will serve as a vital link between technology and business, ensuring digital tools align with strategic priorities leveraging digital technology to expand access to services, information, and opportunities, empowering marginalized groups to improve their lives.

The employee shall fully comply with CARE policies and procedures and should be accountable for it.

This position will provide their time with 70% on ICT for Development and 30% on regular IT Support including enhancing IT literacy among staff members and partners on case-to-case basis.

KEY RESPONSIBILITIES AND TASKS:**ICT for Development (70%)****R1. Strategic Digital Planning & Leadership**

- Collaborating with multiple departments leads to understanding business challenges and identify digitalization opportunities
- Develop and maintain a rolling digital roadmap aligned with the organization's strategic objectives.
- Advocate for a digital-first culture and promote the adoption of new tools and processes.
- Creating and implementing a clear digital strategy that aligns with the Organization's overall strategic goals and objectives. This involves identifying new technological opportunities and allocating the necessary financial and human resources recommended to the IT officer and senior management

R2. Promoting Digital Project & Culture

- Acting as a "digital evangelist" to foster a digital-first mindset throughout the organization. They work with different departments to promote collaboration, knowledge sharing, and the adoption of digital best practices.
- Supporting teams/units to understand and document feasibility includes challenges in deploying digital solutions and tools at the community level.
- Contribute and support CARE Nepal team to drive and monitor CANVAS priorities that align with digital first strategy of CARE International.



- Staying up-to-date and incorporating emerging technologies like AI, machine learning, and data analytics to identify trends and propose innovative solutions that can boost the Organization's performance. Use of AI and its applications into programs including its testing, contextualizing, implementing, and monitoring.
- Analyze existing business processes to identify inefficiencies that can be solved through automation or digital tools in collaboration with the IT Department
- Support CARE Nepal team to drive and monitor digital first priorities that align with digital first strategy of CARE International.

R3. Data and Analytics

- Supervising the collection and analysis of data to make informed, data-driven decisions. The Incumbent should use metrics for designing/developing tools, processing them, analyzing, disseminating and supporting teams to use through multiple ways.

R4. Stakeholder Collaboration

- Working closely with other departments, like the IT, MEL, Program, and Admin & Operations departments, to align digital initiatives with the broader business strategy and technical capabilities.
- Provide various training and orientation sessions to staff on digitalization aspects and other new changes/updates in this area and enhance their literacy in this area.
- Coordinate/Collaborate with regional and HQ IT digitalization unit and implement all the new approaches and tools developed and rolled out at country level.

IT user support (30%)

Together with the support from IT officers this position must allocate 30% of time to spirit on day-to-day IT related support need.

R5. Application and hardware support

- Configure and troubleshoot PC, laptops, desktop applications, and A/V conferencing tools as per official procedure, and install operating systems (e.g., MS-Office, Windows 10, Zoom, Teams, etc.) in collaboration with the IT officer.
- Monitoring and removal of unauthorized and unlicensed software from CARE systems.
- Receive and respond to support requests according to procedures.
- Configure & install new hardware, software, and IT accessories such as laptops/computers, printers, and projectors in collaboration with the IT officer.

R6. Upholding CARE's Core values and ensuring its principles

- Link and demonstrate CARE Nepal's core values, programming principles, strategic objects, women and girls' equality, and impact in programming and behaviors.
- Comply and exercise organizational values and culture.
- Help to promote rights and good governance.
- Responsive to women and girls' specific needs in all actions and decisions.
- Safety and Security is everyone's responsibility within CI through full compliance and accountability (as per Principle –ii of the CARE International Safety & Security Principles).



R7. Safeguarding Responsibilities

- Uphold CARE's Safeguarding Policy and Safeguarding Code of Conduct.
- Must read the Safeguarding Policy and either sign the Safeguarding Code of Conduct or sign a Code of Conduct that is consistent with or references this policy and Safeguarding Code of Conduct.

R8. Any other responsibilities/duties as decided by the line manager/Senior Management Team (SMT)

Working conditions: ICT for Development (ICT4D) Officer will be based at Kathmandu Office with few field visits.

PERSON SPECIFICATION REQUIREMENTS:

Qualifications and Experience:

A bachelor's degree in information technology, or a related field is required. At least 3 years of experience in technology or digital solutions into development activities. Experience in digital transformation projects and introducing new technologies. Excellent project management and problem-solving skills. Experience in implementing digital solutions to tackle issues in social sectors such as agriculture, health, education among others.

Skills and Competencies:

- Expertise in developing and executing comprehensive digital strategies
- The ability to use data analytics and visualization tools (e.g., Tableau, Power BI) to interpret data and uncover insights.
- Proficiency in Good planning & organizing skills for the ICT for Development sector.
- Good understanding or acquainted with IT related equipment installation and other troubleshooting.
- The ability to inspire and lead teams, and to articulate a long-term strategic vision.
- Proven experience in a similar role, leading successful digital transformation projects and designing and launching digital platforms.
- Efficient time management skills and stress tolerance capability.
- Skills to effectively manage organizational change, minimize resistance, and ensure the adoption of new technologies.
- An innovative and analytical mindset to solve complex business challenges.

Incumbent's Signature:

Date:

Supervisor's Signature:

Date: