HERD INTERNATIONAL
TERMS OF REFERENCES

1. JOB IDENTIFICATION

Job Title	:	Communication and Technology (ICT) Coordinator
Department	:	Operation
Reporting to	:	Operation Manager
Job status	:	Annual Contract
Working hours	:	40 hours per week (Monday to Friday)
Job Assignment	:	HERD International central office with frequent field visit

2. WHO WE ARE - A BRIEF INTRODUCTION

HERD International is a leading national agency dedicated to leveraging evidence for the enhancement of health and social development. Our mission is to empower individuals, improve their health and strengthen communities by working collaboratively with policy practitioners, researchers, academics, and other diverse stakeholders including communities. We are committed to promoting inclusivity, evidence-informed, locally tailored solutions to address critical local issues at system, institution, and community levels, recognizing the importance of diversity and institutionalizing best practices, ultimately improving the quality of life of people. More information about HERD International can be found on the website www.herdint.com.

3. JOB PURPOSE

The ICT Coordinator is a key member of the Operation Unit. S/he will lead the ICT unit and be responsible for management and planning of ICT functions in the organization. The ICT Coordinator should see themselves as an advocate for HERD International's mission, vision, and values. Additionally, the ICT Coordinator is expected to collaborate with other departments, ensuring that ICT solutions support and enhance the overall goals and operations of the organization.

4. MAIN RESPONSIBILITIES

The anticipated roles and responsibilities of Communication and Technology (ICT) Coordinator **include** but are not limited to the following:

I. ICT and Systems Management

- Advise and contribute to develop, implement policies and procedures to guide HERD International's engagement in ICT innovation and technologies.

- Monitor the existing ICT systems and prepare comprehensive plan for ICT system development and strengthening.

- Ensure the security of data, network access, and backup systems, as well as the installation, configuration, and activation of new technology and communication services. Responsible for managing the computer networking structure.

- Lead optimization of system Firewall (Sophos), Access Point (AP), and Active Directory, switch and network configuration and monitoring and other IT related operations.

- Manage and update HERD International's website and Microsoft 365 system, Data Analysis software.

- Ensure proper functioning of all laptop computers, tablets, printers, photocopy machines, physical and cloud servers, telephone intercom.

- Support to team in selecting right hardware's like printer, scanner, Hard disk, monitors, laptops and other IT equipment. Involved in designing SOW, budget and technical specification and be a part of evaluation team for selecting vendor.

- Train staff, both over orientation sessions or one-on-one interactions, on most efficient & proper use of the existing software like E-mail, Internet, AntiVirus updates and scanning, installation of software, shared drive configuration, assisting in working data files and E-mail data files backup in other external medias.

- Enable the IT, Human Resources, and Data teams to lend expertise and strategic guidance in the evaluation of hardware and software for Human Resource Information Systems (HRIS) and Project Management Systems (PMS) upgrades. This includes coordinating with different teams for all IT processes regarding asset management, inventory management, recruitment, project management, and managing all Internet/IT-based contracts.

- Manage overall software (Basic application, Antivirus, Drivers) in each computer and its timely update

- Assess the current IT infrastructure and propose improvements for backup redundancies, data protection, and contingency strategies to ensure organizational continuity.

- Responsible for data protection and maintaining confidentiality of data in the server

- Maintain full confidentiality of project data, build necessary firewalls or controls, and maintain compliance with dynamic HERD international IT compliance standards.

- Regular repair and maintenance of office equipment's and ensure its functioning

- Plan, organize, control and evaluate IT and electronic data operations, including service expansion and solving day to day IT problem in the organization.

- Manage IT team by recruiting, training and coaching employees, guiding them in implementation of ICT activities, communicating job expectations, evaluating their performance

- Provide training and capacity building support to other team members, ensuring proficiency in ICT technology

- Ensure the IT team is aligned with user needs and system functionality to contribute to organizational goals.

- Contribute to the organization leadership through active participation on issues wide wider relevance to the organization, especially by providing the IT team's context and perspective.

II. Organizational development

- Spearhead innovative ideas to enhance team efficiency, leveraging data-driven insights for informed decision-making and management practices.

- Drive initiatives aimed at achieving long-term operational excellence, fostering a culture of continuous improvement within the organization.

- Actively participate in update meetings and attend organizational events, trainings, workshops, and seminars to contribute to both short-term objectives and long-term strategic planning initiatives.

- Implement and uphold organizational policies and guidelines, ensuring adherence to best practices and compliance standards.

- Complete performance appraisals, providing valuable feedback to support team members' professional development and growth.

- Foster strong working relationships by collaborating closely with team members and stakeholders, facilitating the exchange of project-related information.

- Engage with government agencies, stakeholders, and donors, maintaining professional relationships and representing the organization with integrity and professionalism.

The above list of responsibilities is not comprehensive, and the Communication and Technology (ICT) Coordinator may be required to take on additional responsibilities, as determined by the Line Manager or other team members, to meet organizational needs and requirements.

5. DIVERSITY, EQUITY, INCLUSION, AND ACCESSIBILITY (DEIA)

All duties will be carried out in a manner that supports and promotes absolute commitment to HERD International and its policies, including the promotion of gender equality, social inclusion, diversity, equity and accessibility. HERD International is an equal opportunity employer committed to providing equal employment opportunities for all individuals while valuing diversity and inclusiveness. We recruit, employ, train, promote, and compensate without regard to race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, medical condition, family care status, or any other basis protected by law.

6. SAFEGUARDING

At HERD International, safeguarding is at the core of our commitment. We define safeguarding as the proactive measures we take to protect the well-being and safety of our employees, clients, and the communities we engage with. Our unwavering commitment to safeguarding ensures that all individuals, especially children and vulnerable adults, are treated with the highest level of respect and are safeguarded from any form of harm or abuse. To maintain these standards, our selection process for all successful candidates includes safeguarding-focused interviews and a comprehensive due diligence process. HERD International is dedicated to providing a safe and respectful environment for all those who come into contact with our organization.

7. APPLICABLE POLICIES

All HERD International's policies and guidelines are applicable to its members of staff.

8. PERFORMANCE APPRAISAL

The performance appraisal of the position will be completed annually by the Line Manager as per the HERD International's performance appraisal system. In addition, the line manager may execute performance appraisal for specific issues in a specific period.

9. APPEAL

In cases of disagreement on disciplinary action, the staff has the right to appeal through the organizational appeal system.

10. JOB PROFILE

We are actively seeking a highly qualified Communication and Technology (ICT) Coordinator to join our team at HERD International.

If you are passionate about driving meaningful change and possess the necessary qualifications and skills, we encourage you to apply. As an ICT Coordinator, you will provide technical advice, contribute to the development of the ICT plan, and ensure that ICT activities are effectively guided and meet security measures as per our policy standards. Become a vital part of our team

11. MINIMUM REQUIREMENTS

- Minimum bachelor's degree in information technology or computer science or related field.

- Minimum five years of relevant experience of managing network, system team in development organizations.

- Excellent computer skills and proficient in excel, word, outlook, and PowerPoint. Knowledge of graphic designing is the added value.

- Strong presentation skills with a track record of presenting to audiences at various levels.

- Ability to work independently, prioritize tasks effectively, and manage conflicting deadlines.

- Strategic and analytical thinking abilities.

- Sensitivity to gender and cultural considerations, with a demonstrated integration of these factors into project activities.

- Excellent verbal and written communication skills in English and Nepali.

If you possess the necessary qualifications and competencies to excel in this role, we encourage you to apply and be part of our dedicated team. We encourage applications from women and people from diverse groups across ethnicity and geography.