REACH OUT CAMEROON
HUMAN RESOURCE DEPARTMENT
CALL FOR APPLICATIONS

Position	Information Systems Manager (ISM)
Job Reference	1 /REO/R1/B/SW24
Department	Programs
Location	Buea with frequent travels to Yaoundé
Contract type	Senior Level, Full time
Project duration	Five years
Contract duration	One year renewable annually
Gross annual salary	Between $24,000-$ 30,000
Date launched	04th November 2024
Application Deadline	19th November 2024
Start date	1st December 2024

1. Background

Reach Out Cameroon (ROC) is a non-governmental organization dedicated to empowering underprivileged groups, particularly youth and women, through a community-centered approach focused on three core pillars: Health, Human Rights and Governance, and Economic Security. Over the past twenty-eight years, ROC has been a leader in advancing health outcomes and promoting equity in healthcare across Cameroon, addressing critical needs within underserved communities.

In alignment with these goals, the Community Health Equity Through Systems Strengthening (CHESS) project, funded by the United States Agency for International Development (USAID), represents a significant step toward dismantling systemic barriers to health equity within Cameroon. This initiative aims to ensure equitable and universal access to essential health services by fostering inclusive community participation and governance. Through a collaborative effort involving ROC, the Ministry of Public Health (MoH), and other key stakeholders, CHESS aspires to build a resilient, responsive, and inclusive health system that meets the needs of vulnerable populations across Cameroon.

Over the next five years, ROC will implement CHESS in partnership with USAID, building the capacity of 25 disease-focused Civil Society Organizations (CSOs) to execute Community-Led Monitoring (CLM) and Community-Based Surveillance (CBS) systems for early case detection and reporting. The project will enhance national dialogue structures, engage Community Health Workers (CHWs) in health governance and promotion, and employ innovative Social and

Behavioral Change (SBC) communication strategies to strengthen community health initiatives. By project completion, 150 health districts across all ten regions of Cameroon will benefit, with 300 community champions trained to monitor HIV, tuberculosis, malaria, and family planning initiatives, contributing to the project's vision of universal access to essential health services.

To support this initiative and enhance ROC's digital capabilities, we are seeking an experienced Information Systems Manager (ISM) to lead the organization's IT infrastructure. The ISM will play a crucial role in driving ROC's digital transformation, securing data, and implementing technological solutions to improve efficiency and communication across departments and field offices. This role requires a proactive approach in IT systems development, IT department management, and support for project teams integrating digital solutions into their work. The successful candidate will ensure compliance with data protection laws and uphold the highest standards of ICT governance. By hiring an ISM, ROC aims to streamline internal processes, enhance data management, and strengthen its capacity to manage multi-sectoral projects across regions.

We invite qualified candidates to apply for this opportunity to contribute to ROC's mission by developing innovative tools and technology solutions.

2. Job Purpose

Under the **CHESS** project and directly reporting to the **Senior Strategic Information Coordinator**, the ISM will have as primary responsibility, to develop a user-friendly CSO and self-reporting CLM digital platform for data collection, management, analysis and use. This will include the strategic and operational support on the thoughtful design, creation, modification and maintenance of a potentially complex and diverse CLM digital platform. This self-reporting digital platform/application will capture information directly in real time from users as well as underrepresented communities for decision making. The platform will allow the feeding of CLM data collected at both facility and community levels using the most appropriate digital tools directly into the CLM data base allowing for live visualization through automated dashboard.

In addition to their role on the CHESS project, the Information Systems Manager (ISM) will play a crucial role in enhancing Reach Out Cameroon's (ROC) overall IT infrastructure to support organization-wide digital transformation and operational efficiency. This responsibility encompasses assessing current IT systems, identifying areas for improvement, and implementing solutions to streamline internal processes across all ROC departments and field offices.

The ISM will work to ensure ROC's IT infrastructure is robust, secure, and aligned with best practices in data governance and compliance. This includes establishing secure network systems, overseeing hardware and software maintenance, and managing data protection protocols to safeguard sensitive information. The ISM will also be responsible for creating

and enforcing IT policies that support efficient, standardized digital practices across the organization, thereby improving data integrity, accessibility, and security.

3. Key responsibilities

3.1. Key Project responsibilities

- Develop and maintain an integrated digital platform for the collection, processing and reporting of Community-led Monitoring and Community based surveillance data

- Support the project M&E team in utilizing project tracer indicators and user inputs to design dashboards that reflect the needs of key stakeholders including NACC, NTCP, and NMCP, DOST, diseased based groups, RDPH amongst others.

- Lead the dissemination and the adoption of all project related digital tools and interactive platforms by communities, through CSOs representing affected communities, CSO coalition platforms of people living with HIV, as well as those working on Tuberculosis and malaria.

- Provide on-going support to community champions and community health workers in accurately reporting CLM and CBS data through a digital platform

- Creation of an online CHESS project resource and knowledge repository (PRKR), a publicly available website that hosts guidelines, SOPs, advocacy tools, training materials, and successful approaches on CLM, CBS, and or SBC communication.

- Support the key project team in the establishment of a publicly available single integrated national CHW database in collaboration with the NMCP, NACC, NTCP, the Sub-directorate for primary healthcare

3.2. Other organizational key responsibilities

- Oversee the maintenance upgrade and expansion of ROC's IT infrastructure, including hardware, software, and networks, ensuring they are reliable and secure.

- Implement and enforce security protocols to safeguard organizational data, ensuring compliance with relevant data protection regulations and industry standards.

- Manage and mentor the IT team, providing guidance, support, and professional development opportunities to foster a collaborative and effective work environment.

- Provide technical support to staff and volunteers for all IT and digital operations, ensuring smooth functioning of technology resources across the organization.

- Conduct regular training sessions to enhance digital literacy and IT skills among ROC staff and volunteers.

- Oversee the upgrade and ongoing maintenance of the ROC website and digital presence, ensuring it effectively represents ROC's mission and activities.

Develop, implement, and update organizational policies and procedures related to data management, cybersecurity, and information systems to ensure efficient and secure management of ROC's digital resources.

4. Qualifications and Experience

- Advanced Degree /Master's degree in Information Technology, Computer Science, Management Information Systems, or a related fields with a minimum of 6 years of experience in IT roles, including positions such as systems administrator, network engineer, or software development
- Relevant certifications (e.g., ITIL, Cisco, Microsoft) are a plus
- Proficient in the use of the standard Microsoft Office package with advanced skills in Excel
- Extensive experience in software development, networking, and systems administration, with a strong understanding of a wide range of technologies
- Experience in managing or coordinating IT projects, including planning, execution, and monitoring, using methodologies
- Skills in working in or coordinating a diverse team, fostering collaboration, and managing conflicts.
- Experience in creating and managing budgets for IT projects and departments.
- Involvement in aligning IT initiatives with organizational goals and long-term planning.
- Experience in identifying potential risks and developing mitigation strategies, especially regarding cybersecurity.
- Ability to manage organizational changes related to technology implementations or upgrades.
- Must have a strong verbal and written communication skills in English and French languages to convey technical information to non-technical stakeholders, staff and community stakeholders
- Experience in providing user support and training to ensure effective use of technology.
- Skills in tracking IT performance metrics and presenting findings to senior management.
- Good understanding of organizational regulations and compliance requirements, as well as security best practices.
- Experience working with international or national organizations in this role or similar position.
- Experience working in the Humanitarian setting will be an added advantage
- Strong analytical skills to troubleshoot and resolve technical issues efficiently.
- A commitment to staying updated with emerging technologies and industry trends.
- Ability to work independently and under pressure to meet deadlines

- Excellent report writing and presentation skills

APPLICATION PROCEDURE Composition of application file

    I.   A letter of motivation not more than 02 pages with 1.5 spacing and a font size of 12
   II.   Curriculum Vitae CV
  III.   02 references from previous employment
  IV.   Copy of highest academic qualification

NB: Only shortlisted candidates will be contacted for interview.

Interested and qualified candidates should send the requested files to hiring@reachoutcm.org and copy bibiche@reachoutcameroon.org or deposit an enclosed application at the Reach Out Head Office at Small Soppo, Wonganga, Buea, SWR.

Modjenpa Bibiche
Assistant Executive Director
Reach Out