

## JOB VACANCY



World Vision Vietnam (WVV) invites competent Vietnamese candidates for the position **IT Officer – Micro Finance Unit (1 position)** based in Hanoi office.

### **WORK CONTEXT / BACKGROUND:**

As per WV Vietnam strategy, micro finance is managed as one of its initiatives. In other word, it is part of WV Vietnam and not as a separate entity like in other countries. .

Micro Finance program's mission is to foster improvement in the quality of life among the clients in Vietnam by assisting the economically active poor and graduating the moderate and poorest of the poor into entrepreneurial skills. This will be accomplished through a sustainable Micro Finance program that provides access to loans, savings and insurance within program areas. All aspects of the services that MF program delivers are built to lead the development of appropriate models, capacities and systems for Micro enterprise development in Vietnam, resulting in sustainable economic development as part of WVI transformational development ministry throughout target communities.

MF Program is structured in two management levels: central office in Hanoi and branch office at district and/ or provincial level. All direct transactions with clients including clients screening, loan processing and loan collection are carried out at communities' level through a network of local staff.

At present, MF Program is operation in 11 districts mainly in the north and central of Vietnam.

### **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 RESPONSIBILIY:**

#### **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 Program's 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 Program's 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 WV / MF Program's 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
- 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;
- Experience in Database Design and development (SQL Server, MS-Access....) & Software programming (VBA, VB.Net...) is preferred.

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
- + WV Vietnam's standard application Form

**Deadline for application: 14 August 2015**

Our contact details are:

## People and Culture Department

World Vision International - Vietnam

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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.

World Vision is a Christian humanitarian organization which works to improve the quality of life of people, especially children, who are marginalized and living in poverty regardless of religion, race and gender.