KEY POSITION INFORMATION

Job Title	Sponsorship IT Officer	Hay GL	12
Reports To	Sponsorship Service Operations Manager		
Department/Group	Sponsorship Service Operations	Location	Hanoi

WORK CONTEXT / BACKGROUND:

WV Vietnam Sponsorship Service Operations (SSO) deliberately focuses on improving the well-being of vulnerable children through one-to-one connection between sponsor and child. This relationship enables long-term engagement and financial commitment, partnering with communities and local structures, and authentic participation of children as agents of changes.

WV Vietnam is a national office and does not directly raise funds for local sponsorship, however, SSO is responsible for 1) defining Child Sponsorship experience for both sponsors and registered children by creating effective communication via correspondence and Sponsorship 2.0; 2) monitoring the well-being of Registered Children (RC) and utilizing those data for WV's and community's intervention toward the most vulnerable children.

WV Vietnam's sponsorship program seeks to comply as much as possible with the Child Monitoring Standards which requires RC to be physically seen and progresses in the areas of health, education is monitored and documented at least every 90 days. Update of these data into SingleSTEP is prioritized to ensure the most current status of RC is published and shared with stakeholders for relevant intervention and support planning.

WV Vietnam's Sponsorship program is implemented across all Area Development Programs (ADPs) with 71,000 RC up to FY16.

PURPOSE OF POSITION:

To ensure SingleSTEP deploying, Stepwise reports utilization and Quickstep implementation at NO and ADP level as well as to provide support to the Sponsorship staff at all levels in terms of IT and media related affairs.

To assist Sponsorship Manager in ensuring the quality of Sponsorship 2.0 in compliance with Standards and the effectiveness of sponsorship program.

ROLE DIMENSION / DESCRIPTION	End Results Expected	Time Spent
1. **Technical/Digital/Operational support to Sponsorship staff at all levels**	- To manage, maintain, update/upgrade and troubleshooting Sponsorship database/IT devices at NO and ADP level. - To manage SingleSTEP, Reach Media Transfer (RMT), Quickstep software at NO and ADP level. - To check the SO inbound file processed and report to Sponsorship System Support in case it was failed. - To coordinate with team to ensure the content types of Sponsorship 2.0 are implemented and completed in compliance with Partnership	50%

		standards	
	-	To assess quality of child data from SingleSTEP to prepare for the implementation of AUTO-APR	
	-	To analyse child data and reports received from GC to assure the validity, completeness, accuracy and timeliness for AUTO-Annual Progress Report (APR)	
	-	To provide guidance and support to ADPs to resolve data gaps to meet the AUTO-APR requirements	
	-	To prepare different reports on Child Well Being for further analysis and reflection purposes	
	-	To prepare plan for Annual update and data entry in alignment with SingleSTEP requirement	
2. **Capacity building**	-	To assess, monitor, support and train sponsorship at NO/ADP level on SingleSTEP Mobile Device and Sponsorship 2.0	20%
	-	To ensure Decentralized Training documents/ Business Processes are in place for ADP staffs.	
	-	To support in resolve IT issue from ADPs via Service Now system	
	-	To ensure Sponsorship 2.0 guidelines from GC are contextualized and training plan is in place for ADP staff	
3. **Knowledge management**	-	To share best practices of database management between ADPs, NO and regions as well as contribute to the excellence of partnership performance.	10%
	-	To collaboration with IT team in installation, maintenance and update Sponsorship database	
4. **Quality assurance**	-	To ensure the sponsorship database software is properly functioning at ADP level	20%
	-	To research and resolve discrepancy and exemption received from SOs.	
	-	To ensure the consistency of data between SingleTEP at NO/ADP level and the Server in Kuala Lumpur.	

No. Direct Report:		**Positions Supervised:**	
Other Reporting Relationships			
Financial Authority			
Annual Total Budget	US$		
Decision Making Authority	Within WVV Policies and Guidelines		

Important Functional Relationships:

Contacts	Reason for Contact	Frequency of Contact (Daily, Weekly, Monthly)
IT Manager	Collaboration and consultation	Weekly
Sponsorship Manager	Advise, support and report	Daily
Sponsorship Cluster Officers in NO and Sponsorship staff in ADP	Collaboration, consultation, direction and capacity building	Daily
ADP Manager	Update and coordination	As required
Support Offices	Data management queries Discrepancies research and diskettes processing	As required Weekly
Support Service Team/ Helpdesk (APRO)	Incidences, system maintain related queries System reconciliation	As required Annually

Major Challenges:

Challenge	Possible Approaches/Solutions
- The child sponsorships standards are demanding. There are a lot of deadlines	- Time management training can be provided.
- Supervision provided to Sponsorship staff on the IT, Media related issues	- Training on facilitation skills can be provided to the incumbent

Knowledge, Skills, Abilities:
(The following knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.)

Education	- Bachelor degree in Computer Science/ Information Technology or related fields.	- Essential
Knowledge & Skills	- Thorough knowledge and high level skills of computer hardware and software installation, configuration and maintenance	- Essential
	- Good understanding of Child Sponsorship business process	- Essential
	- Demonstrated fluency in both written and spoken English and Vietnamese	- Preferred
	- Strong interpersonal communication skills	- Essential
	- Ability to explain technical concepts and ideas in a simple language	- Essential
	- Ability to perform high level of quality work	- Essential
	- Ability to set standards and monitor the activities	- Essential
	- Good facilitation/training skills	- Preferred
Experience	- At least 02 year experience in providing IT technical	- Essential

	support, preferably with INGO context and environment - At least 01 year experience in Child Sponsorship or a similar nature of work - Background or experience with electronic, electrical power or other telecommunication	- Preferred - Essential
Work Environment	- Travel to various ADPs is required; provide support to Cluster officers in NO. - Work overtime is required when necessary - Must be willing and able to adapt new features of Sponsorship IT	
Core Capabilities:	**Achieving Capabilities:** Achieving quality results and service Practicing accountability and integrity Communicating information effectively	
	Self-Managing Capabilities: Demonstrating Christ-centre life and work Learning for growth and development Maintaining work/life balance and effectiveness	
	Thinking Capabilities: Thinking clearly, deeply and broadly Understanding the Humanitarian Industry Understanding World Vision's mission and operations Practicing innovation and creativity	
	Relational Capabilities: Building collaborative relationships Practicing gender and cultural diversity Influencing individuals and groups	

Prepared and Agreed by Sponsorship Manager:	**Date Revised: Sep 2016**
Reviewed by Operations Director and PnC Director:	**Date:**
Agreed and accepted by Job Holder:	**Date:**