ICT OFFICER – M-MAMA KENYA

Location: Nairobi, Kenya, with up to 25% domestic travel
Job status: Full-time (12 months Assignment, renewable) – subject to funding

Touch Foundation, an international NGO working to save lives and relieve human suffering by strengthening healthcare services in sub-Saharan Africa, providing better access to care and improving the quality of local health systems, is seeking an outstanding individual to join its team as its ICT Officer (ICTO).

The ICT Officer will join a team of highly mission-driven professionals with diverse backgrounds and experiences, ranging from management consulting to global public health. The ICT Officer will work closely with team members across all levels and functions, becoming an integral part of Touch’s commitment to improving health in sub-Saharan Africa.

BACKGROUND

Touch Foundation is an international nongovernmental organization working to strengthen health systems in Sub-Saharan Africa. Touch works across three programmatic pillars: supporting a strong healthcare workforce, bridging gaps in access to care for rural communities, and supporting hospital excellence. In collaboration with the Vodafone Foundation and other funding partners, Touch has developed and implemented the m-mama emergency transportation system in multiple African countries. m-mama addresses maternal and infant mortality by providing emergency transportation to pregnant women and newborns in distress during and after childbirth. Touch’s work is data driven and evidence based, and we strive to share the knowledge and the information obtained through years of implementation with policy makers and other stakeholders globally. Touch’s staff and Board members represent diverse backgrounds, expertise, and geographies; our core implementation teams are based in sub-Saharan Africa, with administrative and development functions centered in the US and Europe.

OVERVIEW OF THE M-MAMA PROGRAM

The m-mama program is an innovative and cost-effective at-scale Emergency Transportation System for pregnant women and newborns funded by Vodafone Foundation and implemented by Touch Foundation and Pathfinder International.

Vodafone Foundation and Touch Foundation launched m-mama in 2013 in Tanzania in collaboration with the Government of Tanzania and in Lesotho in 2021 in collaboration with the Government of Lesotho. This program addresses the high rates of maternal and neonatal mortality in rural areas by reducing delays in access to care using safe and timely emergency transportation for pregnant women and newborns experiencing an emergency. The central component of m-mama is an emergency transport system enabled by innovative digital solution to address complications as quickly and effectively as possible.

The Kenya Office of the President announced a partnership for m-mama Kenya on Wednesday 21st June 2023. Kenya is the third country where the m-mama system is being replicated. The m-mama Kenya program will be co-designed and co-implemented with the Government of Kenya (GOK) in phased approach starting January 2024.
**POSITION SUMMARY**

Touch Foundation is seeking a hardworking, and experienced professional to become its ICT Officer for the m-mama Kenya program. The ICTO will be an integral part of the Program Team, reporting directly to the Senior Project Manager and reporting functionally to the ICT Architect and Software Engineer and being under the overall direction of our Director of Programs and Chief Program Officer.

The ICTO will support the m-mama Kenya program team in the setup and the national scale up of the m-mama program in Kenya by ensuring the m-mama ICT system is fully functioning and by managing m-mama ICT system design, development, testing, deployment, maintenance and operations and continuous improvement.

The ICT Officer will work with national and county stakeholders, including Government ICT teams (MoH - Directorate of Digital Health, Informatics and Research and Ministry of ICT, ICT officers at County level), Government health teams, Implementing Partner – Pathfinder International, and funder and lead implementer - Vodafone Foundation.

**RESPONSIBILITIES AND DUTIES**

**m-mama System Product Management**

- Co-define with m-mama program team and Government of Kenya national the m-mama ICT strategy and product roadmap
- Work with key m-mama country stakeholders to develop and prioritize business requirements
- Support the translation of m-mama ICT strategy and business requirements into detailed Technical requirements and processes with the support of the m-mama ICT team
- Support program team in end user training including dispatchers at national dispatch center, national and county admin users and collect feedback to continuously improve the m-mama ICT system
- Gain a deep understanding of user experience, identify and fill product gaps and generate new ideas/propose new solutions that improve user experience
- Continuously evaluate m-mama ICT risks, propose risk mitigation plans and implement risk mitigation actions

**m-mama ICT System Design, Development, data configuration and Deployment**

- Contribute to new features design and development, especially backend development of the m-mama ICT system if needed
- Support National and County GoK stakeholders and the implementing partner ground Team - Pathfinder in the collection of key configuration data of the m-mama system by providing data collection template and verifying the data/reporting any data issues during upload of the data
- Conduct testing and Quality Assurance (QA) on staging environment and report/prevent defects/bugs and data configuration issues
- Manage User Acceptance Testing (UAT) process with relevant stakeholders and collect feedback

**m-mama System Operations and Maintenance**

- Act as technical level ICT support for system users both at the national level and with ICT officers at county level
- Ensure availability and proper functioning of the m-mama ICT system for both front-end and back-end architecture
- Address bugs, faults and errors reported by the m-mama project team
- Work with Government ICT team at national and county levels to fill facility and village data
gaps in the system and resolve any bug, defect or issue related to data

- Create/Optimize documentation to support the implementation and operations of the ICT system
- Perform code diagnostics, troubleshooting and reviewing to optimize m-mama ICT code base and system performance
- Support configuration of users and devices for accessing the m-mama ICT system components
- Ensure data privacy and security adhere to security standards

**m-mama ICT system replication and migration**

m-mama is an Emergency Referral and Transport system grounded in sustainability. The m-mama ICT system will be handed over to the GOK after the go live in every county:

- Lead the migration of the ICT system from Touch ICT environment to GOK environment
- Conduct ICT workshops and key meetings with National ICT stakeholders to replicate and migrate the system to GOK environment and capacitate/train GOK ICT team to understand the m-mama ICT system including the source code, manage, operate and maintain the ICT system
- Design documentation to support the migration process and proper handover of the system to GOK team
- Support integration of the m-mama ICT system with other national health ICT systems such as DHIS2 or eCHIS

**Stakeholders engagement and support**

- Engage with technical ICT stakeholders at national and county levels and build strong and sustainable relationships
- Be the key point of contact for technical ICT matters related to m-mama system development, operations, and maintenance
- Facilitate requests for credentials and data access/operational dashboards from the m-mama system

As job vacancy announcements cannot be exhaustive, the ICT Officer will be required to undertake other duties that are broadly in line with the above key duties.

**QUALIFICATIONS AND SKILLS**

**Qualifications**

Masters Knowledge, Education, Skills and Experience:

- Master’s degree in Information systems, Information Management Computer Science or related discipline
- Proven full stack/backend development experience for a minimum of 5 years
- Knowledge of Java, SQLIT and web front-end React languages is an asset
- Familiarity with cloud development, especially AWS technologies
- Experience with third-party libraries and APIs
- Working knowledge of the general mobile landscape, architectures, trends, and emerging technologies – Knowledge of development of Android Native App is an asset

**Skills**

- Strong project management and interpersonal skills
- Strong analytical, organizational and problem-solving skills
- Ability to self-manage and work independently without day-to-day oversight to complete deliverables on time and at a high level of quality
Excellent written and oral communication skills especially in the functional use of Excel, PowerPoint and Microsoft Word and attention to detail
- Solid relationship-building skills and cross-cultural sensitivity: ability to interface with external constituents from a variety of backgrounds
- Good judgment and discretion to represent the Touch Foundation in a highly professional manner, as well as respect for local culture
- Full proficiency in English required, proficiency in Kiswahili is desirable

Other information
- Travel required: up to 25% of the time will be travelling to counties across Kenya for m-mama activities implementation, ICT orientation and training of key stakeholders, M&E program dashboard and ICT support

APPLICATION PROCESS
- Please submit a Resume and Cover Letter outlining your interest in the position to: jobs@touchfoundation.org and cc sellouze@touchfoundation.org. Please put “Touch m-mama Kenya – ICT Officer” in the subject line of your e-mailed application.
- Deadline for the application: Friday, January 19, 2024

LEGAL DISCLAIMER

Touch Foundation is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, national origin, color, sex, age, gender identification, sexual orientation, veteran status, or disability. All qualified applications will be given equal opportunity and selection decisions will be based solely on job-related factors. Compensation will be commensurate with experience.

For more information about the Touch Foundation, please visit www.touchfoundation.org