LMMS Systems Technical Officer

Back ground

World Vision Uganda (WVU) is a Christian relief, development and advocacy non-government organisation dedicated to working with children, families and communities to overcome poverty and injustice. We currently work in 43 districts and have 48 Area Programmes implementing projects in health & nutrition, water, sanitation & hygiene (WASH), livelihoods & resilience, education and child protection. World Vision (WV) is committed to the protection of children and adult beneficiaries from exploitation and abuse and will not employ people whose background is not suitable for working with these beneficiaries. All employment is conditioned upon the successful completion of all applicable background checks, including criminal record checks where possible.

Due to expansion in scope of our programmes, we are now seeking for a qualified and passionate individual willing to share in our vision and join the team in the following role.

Position: LMMS Systems Technical Officer

Report to: Evidence & Learning Manager

Location: Kampala – National Office

Purpose of the position:

The LMMS Systems Technical Officer is responsible for leading field-based IT operations pertaining to the Last Mile Mobile Solutions (LMMS) technology. This includes leading the LMMS System deployment as it relates to cash transfer and related projects, systems installations, trainings, building capacity within the national office to run LMMS system. He/she will be responsible for ensuring proper functioning of LMMS in beneficiary registration, enrolment, household updates and distribution activities within the national office. In addition to running the LMMS technology, she/he will set up new distribution projects and assist in generating LMMS reports, integration of KOBO for PDM and development of relevant dashboards. This position will also require delivering systems maintenance and testing, soliciting client user requirements, and assisting with new/upgraded system installations. The LMMS Technical specialist is expected to work closely with the Evidence and Learning Manager to ensure the timely and efficient use of this technology within the national office.

Key Outputs/Responsibilities.

LMMS Deployments Technical Support and Configuration.

- Installation of LMMS applications on all equipment (laptops/servers and mobile devices).

- Be the first point of contact and day-to-day technical support to LMMS end users.

- Customizing windows profiles and configuring wireless networks between mobile devices and roaming servers

- Resolve wireless connectivity challenges between mobile devices and Central servers in field operations as well as build local capacity to understand the causes and how best to resolve.

- Introduce data backup policy and ensure all field data collected are securely stored and protected against unauthorized use (password protected).

- Install, configure and manage WVU LMMS master server and any roaming servers for field use.

- Install and configure LMMS phones for offline data collection.

- Develop customized dash boards through data mining techniques to generate reports that inform programming and operations.

End Use & Technical Staff Training

- Ensure proper functioning of LMMS in beneficiary registration, enrolment, household updates and distribution activities.

- Identify appropriate training methodologies and assist in delivery of such training to project staff and other end users on the use and leverage of the LMMS software applications on beneficiary registration, distributions and reporting.

- Leads capacity development with field end users of the system and leads regular technical training events online when new system releases are made available.

Coordination and Collaboration Responsibilities

- Take lead on consolidation and generating of reports from LMMS in order to produce major reports to share with other stakeholders.

- Work closely with the global LMMS Support personnel in all aspects of the technology readiness and rollout, in addition to providing feedback to, and receiving technical instructions from, the Field based System Support and Developer Officers on LMMS upgrades, maintenance and new developments

- Monitor day to day progress of LMMS in beneficiary registration, enrolment, household

updates and distribution activities.

- Liaise with users to develop appropriate change requests

Accountability, Backup, Data Security and supporting other program processes

- Promote the use of LMMS systems for monitoring and accountability

- Regularly review performances of LMMS solutions for better service delivery

- Participate in all others key programming business processes in the programs

- Monitor and maintain the Security of data and systems resources.

- Provide support and guidance on implementation of LMMS

Qualifications: Education/Knowledge/Technical Skills and Experience.

- Bachelor's degree in Information Technology, Computer Science, Monitoring and Evaluation, Statistics or relevant field

- Advanced degree in Project Planning & Management or IT is an added advantage

- At least 3 year's working experience in humanitarian organization.

- Prior knowledge of LMMS, Master Card Aid, WFP SCOPE or other humanitarian digital system is preferred.

- Good working knowledge of (System Services, installing and uninstalling software, creating user groups and setting)

- Solid networking skills – able to set up, securing and administer wireless ad-hoc peer-to-peer networks. Ability to isolate and troubleshoot network connectivity difficulties accordingly and through running IP configuration tools, resetting wireless

- Knowledgeable of Relational Database Management and Systems – exposure to MySQL highly desirable, including the use of database management tools (such as MySQL Query Browser and Administrator).

- Comfortable with the Windows Operating system. Comfortable learning new software (from a user perspective).

- Active use of mobile technologies (Android tablets or phones).

- Must have strong analytical, problem solving and organizational skills with an attention to details

- Very comfortable supporting end-users.

- Good written and oral communication skills; strong communication skills to interact with all levels of staff.

- Work with software developers and software partners in new systems development