



GROUP DEVELOPMENT PAKISTAN

TERMS OF REFERENCE IT/Data Support Officer - Lahore Vacancy Code: IT-SWD-01

Location: Lahore

Duration: November 2024 to March 2025 (extendable)

Salary: PKR 200,000 approx.

1. Organisational Context

Group Development Pakistan (GDP) is a leading non-governmental organization dedicated to promoting and protecting child rights in Pakistan since 2012. To create sustainable social change, GDP engages in child, cultural & gender sensitive, eco-friendly, creative, participatory, and evidence-based initiatives such as legal and policy reform, stakeholder engagement, technical support, capacity-building, research, and service delivery.

The Punjab Social Welfare Department is dedicated to improving the welfare of the community through various initiatives, including awareness campaigns, community development, and support services for vulnerable populations. The department requires an IT/Data Support Person to enhance its data management and IT infrastructure.

2. Role Summary

The **IT/Data Support Officer** will support the department by managing database, ensuring data accuracy, and providing technical support. The role will also involve maintaining IT systems and ensuring the smooth running of digital tools used for Social Welfare Department initiatives.

3. Key Duties and Responsibilities

The **IT/Data Support Officer** will perform the following tasks in collaboration with the SWD team:

RESPONSIBILITIES

1. Collect, clean, and organize data from departmental programs and campaigns. Enter and update data in the department's management systems.
2. Provide technical support to staff, ensuring that IT systems are functioning smoothly and addressing any software or hardware issues that arise.
3. Ensure proper database management, including storage, backups, and secure access for authorized users.
4. Prepare reports and analyze data using tools such as Power BI or Tableau to provide insights for decision-makers.
5. Perform regular maintenance on IT systems, troubleshoot any technical issues, and coordinate with external support when necessary.
6. Ensure that cybersecurity measures are in place to protect sensitive data and systems.
7. Train staff on the use of IT tools and data management systems. Develop user guides for software and procedures.
8. Work with teams across the department to ensure effective use of IT and data systems in supporting department projects.

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9. Assist in other IT or data-related tasks as assigned by the line manager.

4. QUALIFICATIONS AND SKILLS

- **Qualifications:** Master's degree or equivalent (16 years of education) in statistics, computer sciences, economics, or related field.

Experience:

- At least three years of documentary-verifiable experience in:
 - Cleansing and preparing data.
 - Analyzing and visualizing data, including survey data analysis.
 - Preparing reports and dashboards.
- Good writing and analytical skills. Prior academic research or reporting experience is an asset.
- Self-motivated, with the ability to work on multiple tasks.
- Strong team spirit with effective interpersonal and communication skills.

Skills:

- Strong analytical skills.
- Skills in data collection, management, and analysis.
- Proficiency in software such as Oracle, SQL, Tableau, Power BI, R, and STATA.
- Strong attention to detail and ability to ensure accuracy in data entry and management.
- Experience in using data management and MIS systems, with the ability to generate reports from large datasets.
- Strong time management skills with the ability to meet tight deadlines and work under pressure.
- Proficiency in troubleshooting IT issues, including hardware, software, and network systems.
- Knowledge of cybersecurity protocols and best practices for protecting IT systems and data.
- Ability to train staff on IT tools and data management systems.

5. How to apply ?

Interested candidates should apply by visiting this link: <https://forms.office.com/r/uvS4cGsPbK> or scan the attached QR code.

Applications must be submitted via the Microsoft forms by November 3, 2024

