

TERMS OF REFERENCE - JOB DESCRIPTION

Post Title: Junior Specialist for Data Management and MIS

Programme Title: Institutional Support Programme to the Palestinian Water Authority, **Funded**

By: The Austrian Development Agency “ADA”

Duty Location: Ramallah

Programme Duration: 36 Months

Responsible to: Programme Director

Programme Background:

Under the Austrian Development Cooperation funded Institutional Support Programme (ISP), the Palestinian Water Authority intends to hire national senior experts to provide additional human resources to PWA in critical areas and further develop the capacity of PWA staff and junior specialists to be hired under the ISP.

The Institutional Support Programme (ISP) will assist the Palestinian Water Authority (PWA) "to fulfill its functions as per the Water Law 2014 through strengthened and effective institutional capacities in the areas of strategic planning, policy formulation, coordination, monitoring, reporting, and resource mobilization" (outcome). Over three years the intervention will contribute to putting an "effective institutional framework in place for improving water security and sustainable management of water and wastewater services (SDG 6) in Palestine through a humanitarian-development-peace nexus approach (impact).

The program's key emphasis will be on enhancing human resources while also allocating resources for operational purposes, research, and the implementation of a Management Information System (MIS).

The water sector receives support from various donors to facilitate essential infrastructure developments, considering the diverse range of contributors involved. The programme will support further institutional development of the PWA.

Scope of Work:

Junior Specialist for Data Management and MIS will be responsible for the effective management, integration, and utilization of PWA information systems. The role is pivotal in ensuring data integrity, optimizing information flows, and supporting strategic business decisions through comprehensive data analysis.

The junior specialist will collaborate with various departments to identify needs, develop solutions, and implement systems that drive efficiency and innovation.

The Junior specialist will provide technical support to end-users, ensure smooth IT operations, and assist in maintaining the organization's IT infrastructure. The role primarily focuses on addressing technical issues, responding to support tickets, and providing first-line support to staff.

The junior specialist will report directly to the head of the directorate and the head of the directorate will report the Programme director, the junior specialist work closely in the unit and the entire project team while – with the support of the Organizational Development Advisor – applying a well-thought-through and systematic capacity development approach to the benefit of dedicated ISP specialists and PWA staff.

Duties and Responsibilities:

1. System Management and Maintenance

- Oversee the installation, configuration, and maintenance of information systems.
- Ensure system security, data integrity, and availability of information.
- Conduct regular system audits and generate reports on system performance and usage.

2. Data Analysis and Reporting

- Collect, analyze, and interpret data to provide actionable insights for business strategy.
- Develop and maintain dashboards, reports, and visualizations for various stakeholders.
- Support data-driven decision-making processes across the PWA.

3. Technical Support and Troubleshooting

- Provide technical support for information systems, resolving issues promptly.
- Train users on system functionalities and best practices.
- Collaborate with IT and other departments to solve complex technical problems.

4. System Development and Integration

- Identify opportunities for system improvements and innovations.
- Design and implement system enhancements and integrations with other business applications.
- Ensure compliance with industry standards and regulatory requirements.

Experience & Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or related field.
- Minimum of 1-3 years of experience in MIS or a similar role.
- Proficiency in database management, SQL, ERP systems, and data analysis tools. Knowledge of programming languages like Java.
- Strong analytical and problem-solving abilities.
- Excellent written and verbal communication skills. Ability to explain technical concepts.
- Excellent command of English language (written and verbal).