



THE
LUTHERAN
WORLD
FEDERATION

Department for Planning
and Operations

Office for Human
Resources
lutheranworld.org

The Lutheran World Federation (LWF) has an opening in its Geneva offices for an

**APPLICATION SUPPORT OFFICER FOR ONLINE
PLANNING, MONITORING, EVALUATION AND REPORTING
IN THE DEPARTMENT FOR WORLD SERVICE**

The Department for World Service is the international humanitarian and development arm of the Lutheran World Federation. World Service works with local and international partners to alleviate suffering, combat injustice and poverty, and lay the foundation for a life in dignity for all. More than 5,000 committed staff persons work for World Service in remote areas and often insecure situations, touching the lives of over 2 million people across 33 countries in Africa, Asia, Latin America and the Caribbean.

Starting date: As soon as possible

Work time: 80%

Closing date for applications: 25 May 2017

Only Swiss or valid work permit holders, or those with automatic eligibility will be considered

Basic purpose

World Service has moved to use the Newdea Project Center as its online system for project and strategic management. The need for customizing the system increases with its more widespread use and will be transferred to a World Service staff.

The position will assist also in reaching out to Country Programs to develop technical solutions how to integrate or link mobile data collection tools to Newdea Project Center. Additionally, technical assistance will be needed in integration of Project Center with the LWF Finance system (Sage).

Basic position qualifications

- Commercial college
- Interest in and proven experience with database and survey programs, including knowledge of VBA (Visual Basic for Applications) for MS Excel, Access or Microsoft SQL programming.
- Familiar with one of the programs or tool kits for field data collection like Open Data Kit (ODK), KoBo Humanitarian Initiative Toolkit or SurveyCTO.
- Excellent workflow management and interpersonal communication skills.
- To be able to work within a virtual team in an international environment.

Additional study and experience

- Flexibility, patience and ability to work under time constraints.
- High degree of integrity and professional responsibility.
- Team oriented.
- Interest for humanitarian work desirable.
- 5 years working experience desirable.
- Having work experience with ERP system desirable.
- Having work experience overseas is an asset.

Years of experience

Requirement: 3 to 7 years

Language knowledge

Fluent in English, French and Spanish desirable

Travel: less than 7 days/year

Position environment and dimensions

The position works closely with the Global Coordinator (GC) for Quality Assurance and Accountability (QAA) and is part of a wider team of PMER colleagues at global, regional and country level.

The position requires regular coordination and communication with all involved in the Newdea system use and development.

This position gives global application support to the QAA team in the use of the web-based system.

Main duties

Customizing Newdea Project Center to the requirements of World Service

Under supervision of GC for QAA, provides technical support in further administering and developing the online PMER system, through:

- Support the development, further configuration and testing of the Newdea system to adapt it to LWF context at global level
- Document LWF system requirements and liaise with Newdea regarding enhancements of the system.
- Customize reports in Newdea Project Center as identified by the team and contribute to the guidance notes
- Review challenges in system utilization and data management and provide technical solutions
- Systematizing the technical dialogue and follow up with Newdea

Integration and networking

- Support the integration of Newdea Project Center with other LWF tools and applications (Sage, KOBO). This will require facilitating business process improvements and discussions on data governance across departments.
- Support technically the outreach of Project Centre to other departments or partner organizations of LWF
- Support technically the linkage to other processes (remote data collection tools, off line use of Newdea applications, etc.)

Capacity building

- Train PMER staff in using new technical features of Newdea online

Other activities

- Support the administration of the online system
- Performs other duties as requested by the GC for QAA, including back-up support for other DWS Units/staff as assigned or requested

To apply, click on the following link:

https://lutheranworld.recruiterbox.com/jobs/fk0m8cc?cjb_hash=O_iRux51&apply_now=true