

Nepal Water for Health (NEWAH)

Terms of Reference (ToR)

Position Title: IT Officer

1. Background

NEWAH is one of the country's leading NGOs in the Water, Sanitation and Hygiene (WASH) promotion sector. Established in 1992, NEWAH is dedicated to helping poor and underserved communities gain equitable access to WASH facilities, irrespective of gender, caste, class, or belief. Over the years, NEWAH has worked across diverse areas of WASH and community development, including safe and affordable drinking water supply, community-led total sanitation (CLTS), health and nutrition, menstrual hygiene management, 3R (recharge, retention, and reuse of ground- and rainwater), climate change adaptation, as well as disaster risk response and rehabilitation.

To strengthen digital systems, operational efficiency, information management, and technology support services, NEWAH requires an IT Officer to manage and support the organization's IT infrastructure, software systems, databases, and digital platforms.

2. Purpose of the Position

The IT Officer will be responsible for managing, maintaining, and supporting the organization's IT systems, infrastructure, software applications, and digital platforms. The position will ensure effective functioning of organizational hardware, software, network systems, data management, cybersecurity measures, and newly implemented HR and Inventory Management systems in coordination with software vendors and internal departments.

3. Reporting Lines

- The IT Officer will report to the Admin & Finance Manager

4. Scope of Work

The IT Officer shall perform the following duties:

➤ IT Systems and Infrastructure Management

- Maintain, upgrade, and troubleshoot NEWAH's IT systems and hardware, including desktops, laptops, printers, servers, email servers, internet systems, and network infrastructure.
- Ensure smooth functioning of office IT equipment and connectivity systems.
- Monitor system performance and recommend improvements where necessary.

➤ Software and Application Management

- Ensure necessary software, tools, and applications are properly installed and functional in staff computers and organizational systems.
- Manage software installation, updates, troubleshooting, and license management.
- Coordinate with software vendors for technical support, updates, customization, and **maintenance of organizational systems.**

➤ HR and Inventory Management Systems

- Lead the operational management and functioning of the HR Management System and Inventory Management System procured by NEWAH.
- Coordinate with vendors to ensure proper setup, troubleshooting, improvement, and continued functionality of the systems.
- Support departments in effective utilization of the software systems.
- Ensure regular monitoring, maintenance, and system improvement for smooth operational use.

- **Data Management and Backup**
 - Ensure regular backup of organizational data, software systems, and databases.
 - Maintain secure storage and recovery systems for organizational information.
 - Support development and maintenance of web-based information systems and databases.
- **Technical Support and Capacity Building**
 - Provide technical support to staff regarding hardware, software, internet, email, and system-related issues.
 - Conduct orientation and training to staff on IT tools, software applications, systems, and digital protocols.
 - Assist departments in improving digital work processes and system utilization.
- **Cybersecurity and Data Protection**
 - Ensure cybersecurity measures, antivirus systems, access controls, and data protection mechanisms are in place.
 - Monitor risks related to data security, unauthorized access, and system vulnerabilities.
 - Support implementation of organizational IT policies and protocols.
- **Website and Digital Platform Management**
 - Handle and maintain the NEWAH website and related digital platforms.
 - Coordinate website updates, content uploads, troubleshooting, and system maintenance as required.
- **Documentation and Reporting**
 - Maintain records of IT assets, software licenses, maintenance activities, and support services.
 - Prepare periodic reports on IT systems status, issues, and improvements.
 - Support internal and external audit requirements related to IT systems and digital records.

5. Required Qualifications

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or related field
- Minimum 2–3 years of relevant experience in IT management and system support
- Experience in network management, software support, and database/system administration
- Familiarity with HR systems, inventory systems, and web-based applications preferred

6. Skills and Competencies

- Strong troubleshooting and problem-solving skills
- Good understanding of IT infrastructure and cybersecurity practices
- Ability to coordinate with vendors and support multiple departments
- Strong documentation and reporting skills
- Ability to provide user support and staff training

7. Duration and Mode of Engagement

As per organizational requirement and contract agreement.

8. Confidentiality

The IT Officer shall maintain confidentiality and security of all organizational systems, databases, records, and digital information.