

Position Description

IT and Data Analytics Officer



Position Title	IT and Data Analytics Officer
Work Area	Australia Awards Philippines (AAP)
Supervisor	Monitoring, Evaluation and Learning (MEL) Manager
Incumbent	N/A

Tetra Tech International Development

Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors right around the world. Our people work side by side with local partners to support stability, economic growth and good governance, positively changing people's lives.

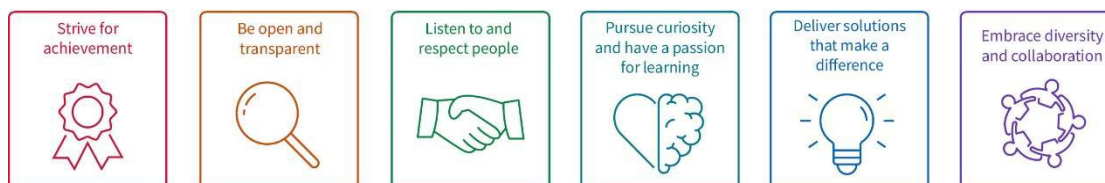
Tetra Tech International Development is part of global consulting firm Tetra Tech. The International Development team implements and manages projects designed to strengthen social and economic infrastructure and improve the lives of people in the Asia Pacific region.

Every Tetra Tech relationship is built on trust. Trust that is hard-earned through our proven expertise, our depth of global experience and our commitment to stay one step ahead. We create value throughout the project lifecycle and deliver vital international and local development projects for our clients. Our united group of specialists take enormous pride in collaborating with our project partners. By digging deeper. Thinking smarter. And seeing further. All so we can deliver the smartest solutions, every time.

We welcome applicants of all genders, disabilities, ages, ethnicities, and language group.

Our Values

We are a values-based organisation, and our values reflect who we are and what we stand for, and strengthen our engagement with colleagues, partners and clients through our shared values and behaviours.



Overview of Australia Awards Philippines

The Australia Awards Philippines (AAP) supports the Philippines to achieve its development goals and build enduring relationships with Australia that advance mutual interests through long-term scholarships, short courses, fellowships and other forms of training for current and emerging leaders and influencers, alongside strategic engagement with alumni.

Purpose and Objectives

The position of IT and Data Analytics Officer encompasses key roles and responsibilities, including but not limited to information and communications technology (ICT), program website management and maintenance, program database portal management, data analytics and data and knowledge management across the program. The IT and Data Analytics Officer provides support to ensure the secure and efficient operation of all IT resources, aligning technology strategies with the broader goals of the program. The officer will also leverage data analytics and business intelligence for insights that guide strategic planning, enhance program effectiveness, and measure development impact.

Key Responsibilities

Reporting to the MEL Manager, the key responsibilities of IT and Data Analytics Officer will include:

ICT Infrastructure Management:

- Ensure that ICT Infrastructure is secure and efficient to support the AAP's internal business processes related to the implementation of scholarships and alumni engagement activities.
 - Oversee the management and maintenance of the ICT network, ensuring seamless connectivity with Tetra Tech services.
 - Ensure all ICT equipment and software used by AAP are current and operational, guiding staff in their upkeep.
 - Coach and support staff in uploading key project documents to the AAP Sharepoint Server and deliver ongoing training for Office 365 applications.
 - Oversee backup and IT security procedures, mentoring staff in performing hard drive backups to the Sharepoint server.
 - Direct the installation, configuration, and support of software products, including MS Office and other necessary applications, while coaching staff on these processes.
 - Under direction of the MEL Manager, coordinate procurement of technical equipment and software, ensuring cost-effectiveness and adherence to requirements.
 - Serve as the staff's primary contact for IT-related inquiries, ensuring prompt resolutions to technical issues and mentoring them to develop their problem-solving skills.
 - Stay updated on emerging technologies, recommending and implementing upgrades or enhancements to IT infrastructure and software systems, and coaching staff on new technologies.
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Key Responsibilities

Website and Database Management:

AAP Website

- Support the development and maintenance of AAP website that incorporates data analytics and accessibility functions and customised web designs and templates;
- Ensure that the AAP website is compliant with cyber-security requirements of DFAT and TTID.
- Oversee the content management and regular updates of the AAAEP public website, working closely with the Communications and Public Diplomacy Manager and sub-program process owners.
- Provide technical support for troubleshooting and resolution of ICT management issues, planning and executing scheduled system maintenance and upgrades, while mentoring staff in these tasks.

AAP Database Portals

- Support the development and management of AAP database portals and forms to support program operations/business processes, including scholarships and short courses nominations, applications and assessments; REAP and AGS portals; alumni database; various surveys and studies; online activity invitation, and online tenders and proposals submission among others.
- Support the transfer and integration of existing alumni database including REAP, AGS, alumni engagement participation and other alumni and program information to new AAP database portals.
- Manage the administration of online AAP database portals, including tasks such as user account management, password maintenance, and account setup, while mentoring staff to handle these responsibilities.
- Provide support to alumni to access and update their alumni profile, REAP status and other alumni information;
- Ensure that the database portals are user-friendly to staff and alumni and incorporates data analytics and accessibility functions;
- Liaise with Corporate AAP Team in responding to DFAT requests and requirements and lead troubleshooting and resolution of database management issues, planning and executing scheduled system maintenance and upgrades, while mentoring staff in these tasks

Data Analytics and Business Intelligence

- Develop dashboards and data visualisation tools to support strategic and operational decision-making.
- Analyse data related to scholarships, partnerships, alumni, and program performance to identify trends and opportunities.
- Analyse data-driven alumni outcomes and long-term program impact to support
- Prepare regular analytics reports to contribute to Monitoring, Evaluation, and Learning (MEL) reports for management and DFAT.

M&E and REAP Monitoring:

- Support the monitoring and reporting of the Re-Entry Action Plans (REAPs) of Australia Awards Scholarships (AAS), short courses participants, and in-country scholars, in coordination with the MEL Manager.
- Manage the sending of surveys to alumni and program participants, monitoring the progress of survey responses, processing of survey data and generating survey results using data analytics.

Key Responsibilities

- Manage the sending of letter of invitations to alumni and other participants to program activities, monitoring the registration status, processing the data and generating the data disaggregated by gender and disability and social inclusion category.
- Support the documentation lessons learned after each major activity in coordination with the MEL Manager
- Collaborate with the MEL Manager to provide data analytics and prepare reports on AAS, ICSP, short courses, alumni engagement, and other program activities.
- Assist the MEL Manager in consolidating and preparing AAP progress reports and program dashboards

Knowledge Management:

- Maintain and update the AAP public website and internal Program Database portals.
- Manage a knowledge management portal for AAP including systems and processes for program files nomenclature; program files categories and subcategories; saving, storing and retrieving of program files, and ensuring access to and safety of the final version of program documents and knowledge products.
- Provide inputs to the MEL Manager while assessing the AAP's internal business processes regularly, recommending and implementing IT improvements based on user needs.

Other Responsibilities:

- Actively participate in team meetings, fostering collaboration and communication with other team members.
- Report any requirements or deficiencies to the MEL Manager
- Collaborate with AAP team members in establishing annual AAP performance objectives that allow all team members to identify opportunities on how best to contribute to the successful implementation of the AAP program as well as highlight individual professional growth areas.
- Undertake any other duties as assigned by the MEL Manager and/or Program Director in alignment with the responsibilities outlined to support the successful implementation of AAP program.

Selection Criteria

Qualifications

- Tertiary post-graduate qualifications in a relevant field and/or extensive experience in Information Technology in the areas of networking, web development and maintenance, database management and application and data analytics.

Experience

- Demonstrated experience in website development & management, program database development & management, knowledge management, data analytics and IT support roles, preferably in a similar organisational setting.
- Demonstrated experience in transferring and integrating the existing database to new database portals.
- Demonstrated experience working in an IT Systems management capacity and preparing a plan method to overcome most IT issues

Selection Criteria

- Demonstrated experience in implementing knowledge management systems and approaches including processes for capturing, consolidating, development, storage and retrieval of program data/knowledge products.

Knowledge and Skills

- Demonstrated knowledge working in the Philippines including government agencies, private sectors and civil-society or non-government organisations related to scholarships, training and development projects/programs.
- Ability to work in a fast-paced environment and adapt to changing priorities.
- Ability to manage web development and design, and program database portals development.
- Demonstrated ability and working knowledge in data analytics.
- Advance working knowledge of MS software applications
- Experience with bespoke website management and online business processing systems
- Familiarity with cybersecurity best practices and data protection regulations
- A demonstrated ability to maintain up to date knowledge on IT systems.

Personal Attributes

- Ability to think clearly and logically.
- A collaborative and constructive approach to problem-solving and providing relevant solutions.
- Ability to provide flexible and creative responses to deadlines and competing demands.
- Proven capacity to work in teams and across teams.
- Display a positive and team player attitude.
- Effective communication skills, both verbal and written.

Code of Conduct

In accordance with Tetra Tech's Code of Conduct and Client Service Standards, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

Child Protection

Tetra Tech is committed to protecting the rights of children. We reserve the right to conduct police checks and other screening procedures to ensure a child-safe environment.

Gender Equality, Disability and Social Inclusion

Tetra Tech International Development does not discriminate on the basis of ethnicity, race, colour, religion, disability, sex, sexual orientation, gender identity or expression, national origin, veteran status, marital status, or any other identity. We strongly encourage applications from minoritized groups and promise to ensure our application process is accessible and inclusive.

Protection from Sexual Exploitation, Abuse and Harassment, Modern Slavery and Safeguarding

Tetra Tech International Development is committed to respectful workplaces and does not tolerate sexual exploitation, abuse or harassment of any kind.

A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered in order to meet the changing operational needs of Tetra Tech International Development.