



JOB OPPORTUNITY AT CRS/RWANDA

Job Title: Information Communication Technology for Development (ICT4D) Specialist

Department: Youth for Youth (Y4Y) - Programming

Band: 8

Reports To: Youth Program Manager

Country/Location: Rwanda (Kigali) with Field Trips

About CRS

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

Catholic Relief Services has been present in Rwanda since 1960, and currently implements projects in nutrition & early childhood development, agriculture, youth employment & entrepreneurship. The Country Program has over 80 staff and implements its projects through local and international partners, with strong coordination/collaboration with Government of Rwanda structures.

Project Summary:

Youth for Youth (Y4Y) – East African Digital Entrepreneurship project is an initiative funded by Catholic Relief Services (CRS) and implemented in collaboration with the Government of Rwanda through MINICT and MYCULTURE and Caritas Rwanda. This initiative (2022-2025) aims at promoting the digital solutions for young Rwandans living in rural areas.

Job Summary:

The ICT4D Specialist for the Youth for Youth (Y4Y) is a key and essential Technology Project Analyst on the project. This role will provide technical support to the project team in understanding the participants' needs, selecting, developing, and implementing the most appropriate ICT4D solutions for these needs as well as building capacity to utilize these solutions. The ICT4D Officer will play a role in strengthening the capacity of CRS project staff as well as Y4Y Implementing partners to effectively run solution design and user research activities on the fields and turn the findings into new or existing but refined information systems to better manage delivery of quality services to the program participants. Additionally, the ICT4D officer is a key member of the ICT4D community within CRS and will be active in promoting the smart and effective use of technology to support CRS programming.

Specific Responsibilities:

- Act as the Technology Product or Software Analyst for the Y4Y project, and be responsible for connecting the dots between CRS Rwanda, Government partners, CRS HQ/Regional Technical Advisor, and private sector technical partners for streamlined and aligned communication.
- Own and create project technical/technology resources on behalf of Y4Y, such as final Project Technical requirements, documentation of various stages of the Software Development Process and technical meetings with partners.
- Co-manage the Software development plans and processes with the Technical Implementing partner, ensure timely and quality delivery of tasks, and ensure user centric approach to software development.
- Provide strategic technology support and technical advice to Y4Y Program Manager and Country Program Leadership for informed decision-making around the use of tech in the Y4Y project in line with the standards of the industry and the trends for the future.
- Provide training (coaching & mentoring) to Y4Y and partner staff to enable independent use of ICT4D technology components
- Recommend ICT4D strategies, policies, and procedures by evaluating organization outcomes; identifying problems; assessing needs on the ground; evaluating trends; anticipating change/adaptation requirements.
- Ensure compliance with relevant legislation, regulations, and ethics and tech and data use in Rwanda, and with CRS internal processes and standards regarding Data privacy, and Technology use in the field.
- Understand the users/participants by running Human Centered Design sessions on the field and understanding and sharing rural youth entrepreneurs digital pain points with project teams.

Job Advert: CRS Rwanda Program

Competencies Relevant for the Specific Position:

These are rooted in the mission, values, and principles of CRS and used by the ICT4D Specialist to fulfill his/her responsibilities and to achieve the desired results:

- Excellent understanding of technology use in low resources settings
- Experience in technology Product and/or Project Management (including stakeholders' management)
- Training/coaching skills and decision-making skills

Supervisory Responsibilities: None

Key Working Relationships:

Internal: The ICT4D Specialist is a key member of the Y4Y project. S/he will report to the Youth Program Manager and collaborate with the Project teams as well as the Regional ICT4D Advisor to ensure a holistic, integrated, and comprehensive project approach.

External: MINICT, RISA, MYCULTURE, Caritas Rwanda, Implementing Partners and the Digital Ecosystem and community.

Required Qualifications and Experience:

- Bachelor of Science in Information Technology, Programming, ICT Project Management, or related field
- ICT and/or Software Project Management knowledge/Certification
- At least 3 years of work experience in setting up and managing Technology systems and software development and implementation
- Experience in training and mentoring staff in the use of Technology, and strong ability to explain technology related points and topics to non-technical audience
- Experience in managing IT projects and strong Understanding of Software development concept and methodologies (bonus point for SaaS-based companies or projects experience)
- Ability to lead without authority and to effectively work with and manage external stakeholders and partners, including government representatives
- Exceptional organizational skills
- Excellent written and oral communication skills
- Strong conceptual and analytical skills and Ability to think innovatively and strategically

Personal Skills

- Good time management skills with ability to work on multiple tasks
- Strong customer service orientation with good communication and interpersonal skills
- Proactive, resourceful, solutions oriented and results-oriented

Required/Desired Foreign Language: Full working proficiency in English and French is required

Travel Required (20% nationally or internationally)

Agency-wide Competencies (for all CRS Staff)

These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

Personal Accountability – Acts with Integrity – Builds and maintains Trust – Collaborates with others – Open to learn – Strategic Mindset – Develops and Recognizes others – Leads change

****Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

Job Advert: CRS Rwanda Program

Disclaimer: *This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.*

CRS talent acquisition procedures reflect our commitment to safeguarding the rights and dignity of all people, especially children and vulnerable adults, to live free from abuse and harm.

CRS is an Equal Opportunity Employer and strongly encourages young, female candidates to apply.

How to apply

Interested and qualified candidates should complete the attached **application form**, **Self -Declaration Clause** and submit them together with **one page Cover letter** plus **updated CV** (maximum three pages) all in/as one document - via email only to: RW_HR@crs.org **not later than Wednesday November 30, 2022, at 5:00pm.**

Please, include below statement in your cover letter:

“By applying to this job, I understand and acknowledge that CRS requires its staff to treat all people with dignity and respect and to actively prevent harassment, abuse, exploitation, and human trafficking. Further, I understand that if I am a successful candidate, I will be subject to a comprehensive background check, and my personal/professional references will be asked to evaluate my behaviors related to the above safeguarding-related topics”

Also include your **full names** and title **“ICT4D Specialist”** in the **subject line**. Due to anticipated high interest in this post and the expected number of applicants, only short-listed candidates will be contacted.

Kigali November 17, 2022

Jude-Marie Banatte
Country Representative

