



Senior Technical Officer – Information Communication Technology (ICT) - USAID SHIFT

FHI 360 is a non-profit human development organization dedicated to improving lives in lasting ways by advancing integrated, locally driven solutions. The *United States Agency for International Development (USAID) Sustainable HIV and Tuberculosis Responses from Technical Assistance (SHIFT)* program is a five-year contract managed by FHI 360 in Vietnam to help local stakeholders achieve epidemic control and transition sustainable HIV and tuberculosis (TB) services. The program is currently working with government, community, and private sector partners to enhance outreach and linkage to services through online-mediated platforms.

Summary of position

The Senior Technical Officer – Information Communication Technology (STOICT) helps coordinate online-mediated activities for the USAID SHIFT program, ensuring timely and effectively implementation of the online vision and strategy. The STOICT collaborates with the leads for community outreach and testing, clinical care and treatment, and strategic information, to ensure that online-mediated services effectively recruit, track, and support clients as they move through the HIV services cascade. S/he oversees coordination with government, community and private sector partners; development of online content, innovations, and training curricula; capacity-building for staff within USAID SHIFT and among local partners; and incorporation of emerging best practices in the program. S/he also develops technical guidance and strategic direction in the area of ICT adapted for the Vietnam key population context. The STOICT works with communities and partners to maximize local capacity, with a view toward transitioning successful approaches to local ownership. S/he also provides onsite supervision and support to partners, and ultimately evaluates online-mediated program effectiveness in order to develop strategic pivots to meet program and public health goals and objectives. The position will be **located in Hanoi, Vietnam.**

Primary duties

- Provides technical support in the monitoring and oversight of online-mediated interventions including outreach, online risk assessment, and appointment reservations.
- Supports implementation of online marketing efforts including [social network outreach](#), [social influencer outreach](#), and online advertising to help programs maintain contact with beneficiaries and reach new audiences virtually.
- Supports USAID SHIFT and partners to use [online surveys](#) and [social media mapping](#) approaches to plan online HIV outreach and service delivery.
- Supports USAID SHIFT and partners to enhance the use of an [Online Reservation App \(ORA\)](#) to manage client referrals, clinic appointment management and reporting, client case management, and data analysis and program improvement.
- Collaborates with USAID SHIFT partners and technical teams to adapt and regularly update context-appropriate materials including messages, campaigns, confidentiality guidelines, etc.

- Collaborates with FHI360 technical team members to adapt country-specific plans and standard operating procedures (SOPs) for improved online client feedback systems.
- Collaborates with FHI360 technical team members to adapt a communications package for virtual case managers supporting people living with HIV (PLHIV) to initiate and retain on anti-retroviral treatment (ART).
- Monitors weekly progress of online activities, and collaborates with technical leads from the community, facility, and strategic information teams to analyze data, identify gaps, and develop quality improvement measures.
- Assists with the writing of relevant reports, publications, web content, and presentations.

Qualifications

- Ability to work non-traditional hours (i.e. provide support to people who conduct online outreach during high-peak internet traffic times)
- Ability to read, write, and communicate easily via social media in Vietnamese.
- Experience working with key populations/belongs to a key population group (*preferred*).
- Can maintain confidentiality of peer and/or client identities, status, and discussion content; is comfortable handling sensitive personal information
- Self-motivated, technically proficient, and possesses strong communication and interpersonal skills
- Creative and proactive with proven experience managing multiple projects and collaborating with partner organizations and/or health facilities.

Applied knowledge & skills:

- Experience in designing and implementing digital health interventions; working on key population HIV programs; social and behavior change communication, and/or online client support expertise
- Advanced knowledge of social media platforms in Vietnam, including the experience designing social media posts or producing appealing and creative content
- Excellent oral and written communication skills, and organizational and analytical skills
- Demonstrated proficiency using Microsoft Office Suite, with knowledge of content development, online booking, and client relationship management software
- Ability to analyze and interpret data, identify errors and prepare reports

Education

A minimum of a Bachelor's Degree or equivalent in economics, education, environment, health, human development, information science, international development, social work, social sciences or a related field.

FHI 360 offers competitive compensation and excellent benefits.

Interested candidates are invited to visit FHI 360's career page at <https://www.fhi360.org/careers> and apply the position ONLINE by **May 19, 2020**. Selection and interview will be performed constantly and interested candidates are encouraged to apply as soon as possible.

Only shortlisted candidates will be contacted for interviews.