

JOB DESCRIPTION

Position Title:	Systems Development Senior Officer
Direct reports to:	Finance Director
Directly supervises:	N/A
Duration:	From December 2024
Location:	Hanoi City, Vietnam

I. Background

WWF was one of the first International non-government organizations working in Vietnam. In 1985, WWF began working on a national conservation strategy and since then has worked closely with the Vietnamese Government on a diverse range of environment issues and implemented field activities across the country. Find out more at <http://vietnam.panda.org/>. WWF recognizes that its employees are its most important asset. A competent workforce, thoroughly trained, properly motivated, and bound together by mutual trust and common objectives is crucial to the success of WWF.

II. Mission of the Department:

To ensure the effective management and control of WWF-Viet Nam and Greater Mekong (GM Hub) finances through the identification and management of financial and operational risk and through timely and accurate financial planning, budgeting, accounting and reporting, including compliance with Swiss GAAP requirements. To provide strategic advice/support to the WWF-Viet Nam Country Management Team (CMT).

Leads the financial accounting and reporting activities for the office and sets the policies and procedures for the finance-related operational processes to ensure an adequate financial control environment.

Ensures strong governance, control, oversight and stewardship are in place to enable risk management and mitigation. Manages the finance and operations aspects of general accounting function.

III. Major Functions:

Under the direct supervision of the Finance Director, The Systems Development Senior Officer will manage and oversee all online system under Finance function including Grant Management System (GMS) , Procurement management system , Contract management system to ensure that all related information is efficiently captured and tracked.

IV. Major Duties and Responsibilities:

The Systems development Senior Officer key roles and responsibilities include but are not limited to the following:

1. Grant Management System (GMS) Administration:

- Oversee the Grant Management System (GMS), ensuring all project data is accurately entered and maintained, from project development to project completion.

- Assist Finance Director to ensure that the system is used effectively by all relevant stakeholders, tracking the progress, budgets, milestones, and outcomes of all grants.
- Support users with system navigation, troubleshooting, and ensuring the system is updated in real-time as project details evolve.
- Generate reports and dashboards from the GMS for senior management as requested
- Act as Vietnam GMS champion in coordination with GMS International team

2. Procurement Management System (PMS) Oversight:

- Manage and regular upgrade the Procurement Management System (PMS), ensuring that purchase requests, procurement processes, and vendor management are handled efficiently and in compliance with organizational policies.
- Administer the system to track procurement requests, approvals, and status updates, and ensure compliance with procurement guidelines.
- Collaborate with the procurement team to address any system-related issues and work towards improving procurement workflows.
- Generate procurement-related reports for senior management and provide recommendations for process improvements.

3. Contract Management System development and Oversight:

- In collaboration with Procurement and Contract teams to define and streamline contract workflows, ensuring clarity in roles, responsibilities, and timelines for contract management process
- Identify IT vendor to support the system development process
- Coordinate all relevant stake holder including IT vendor and relevant functions to support Finance Director to ensure the smoothly developing, testing and launching of Contract Management System
- Manage the Contract Management System to ensure contract information is accurately captured, stored, and easily accessible.
- Ensure timely updates and maintenance of contract data, tracking milestones, and critical dates.
- Assist in troubleshooting system issues, working with IT teams to resolve technical challenges.
- Generate reports and dashboards for stakeholders to monitor contract statuses and key performance metrics.

4. Training and others

- Design and implement training sessions for staff on all system in charged on GMS, Procurement Management Systems and Contract Management System
- Maintain an up-to-date training repository and provide ongoing support to staff on system usage and best practices.
- Work closely with relevant team leaders to develop training materials on finance-related content
- Assist Finance Director in coordinating relevant Finance department event and training
- Others task as assigned by Finance Director

V. Profile:

Required Qualifications

- Bachelor's degree in business administration, Information Technology, Supply Chain Management, or a related field.
- Additional certifications in Project Management, System Administration, or Procurement/Contract Management are a plus.

Required Skills and Competencies

- 3-5 years of experience in system administration
- Experience in a non-profit or INGO setting is preferred, particularly in roles involving system management or process coordination.
- Proven experience in working with cross-functional teams (e.g., Finance, Procurement, IT) to implement, monitor, and optimize systems and workflows.
- Familiarity with system development and integration, including working with IT vendors to support system deployment.
- Experience in training development and delivery for systems and software tools, ideally related to finance, procurement, and contract management
- Technical Skills: Familiarity with database management, report generation, and system troubleshooting.
- Communication Skills: Excellent written and verbal communication skills in both English and Vietnamese to coordinate across teams, provide training, and troubleshoot system issues.
- Identifies and aligns with the core values of the WWF organization: Courage, Collaboration, Respect & Integrity;
- Adheres to WWF's brand values: Knowledgeable, Optimistic, Determined and Engaging;
- Demonstrates WWF behaviours in ways of working: strive for impact, listen deeply, collaborate openly and innovate fearlessly.

VI. Working Relationships:

Internal: Interact on a regular basis with : Fund raising team, Relevant Project Manager, Procurement and Contract team, Project Finance team and relevant project focal points,.

External: Interacts with suppliers, consultants and field offices as required in fulfilment of duties.

This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.