



Information, communication and technology associate
Terms of reference
3ie, New Delhi

1. Background

[The International Initiative for Impact Evaluation \(3ie\)](#) promotes evidence-informed equitable, inclusive and sustainable development. We support the generation and effective use of high-quality evidence to inform decision-making and improve the lives of people living in poverty in low- and middle-income countries. We provide guidance and support to produce, synthesise and quality assure evidence of what works, for whom, how, why and at what cost. 3ie is registered as a non-governmental organisation in the United States. It has offices in New Delhi, London and Washington, DC.

3ie's largest office is in Delhi, which houses the evaluation office, the program office, the policy advocacy and communications office and the finance and administration office. We have a highly qualified and diverse international staff and management totalling approximately 50 staff across the three offices. 3ie is governed by a board of eminent policymakers, development funding agencies, foundations and evaluation experts.

3ie is a leader in promoting easy, free and public access to all evidence, products, data and other information that we fund or produce ourselves. Our main means for communicating with our main audiences is through our website and online communication channels. Therefore, our information communication and technology capacity is crucial to the success of our communication and provision of high-quality information and evidence.

3ie seeks an information, communication and technology (ICT) associate to work in New Delhi, India. S/he will report to the senior advocacy and impact manager or other senior staff working in the Policy, Advocacy and Communication Office (PACO) and work closely with the IT manager. The primary description of work and duties and responsibilities are listed in detail below.

2. Summary

3ie is looking for a dynamic and motivated ICT associate who will enjoy and grow in a job that covers a range of ICT work. The associate will be joining 3ie at a time when the organisation is strengthening its digital communication, multimedia production, web-based information platforms and integrating its communication across all channels. 3ie is in the process of launching a newly redesigned website that has enhanced capacities that the associate will manage and keep up to date and running smoothly.

New Delhi

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The ICT associate will be responsible for the day-to-day uploading, updating and maintenance of the 3ie website, web platforms, producing on-time, effective metrics and analytics for 3ie's online work for which PACO is responsible. S/he will be at the forefront of helping ensure that 3ie's online presence and number of users continues to grow.

3. Key responsibilities

3.1 ICT

- Keep all aspects of the 3ie website content and all related platform content managed by PACO (e.g. [evidence gap map platform](#), [RIDIE](#)) updated;
- Identify, appraise and contract developer vendors as required to resolve technical issues or implement agreed development changes;
- Be the point of contact with all website and platform vendors that are the responsibility of PACO and ensure timely, quality delivery of contracted deliverables;
- Maintain effective search engine optimisation;
- Make and upload new webpages and related information to support all types of 3ie online announcements;
- Support PACO team production of new web pages and upload of content, including text, PDFs, audio files, videos and images;
- Provide inputs on technical requirements for web-page design and layouts, website databases and their related development to vendors;
- Conduct or coordinate for testing of web pages designed by web developers;
- Research new online applications as needed, providing written summaries and recommendations for decision-making to senior PACO staff;
- Contribute to and implement online communication plans;
- Set-up software applications to improve web-based data collection (e.g. Survey Monkey) and improved capture of audience information (MailChimp);
- Provide website helpdesk services for internal and external users; and
- Other website and ICT tasks as required

3.2 Marketing and dissemination

- Support PACO staff responsible for mailing and subscription lists for 3ie products, communication plans and events to improve the functionality and segmentation capacities for 3ie mailings.

3.3 Multimedia

- Manage and maintain in good order 3ie's YouTube© account and content;
- Organise outside multimedia technical support and video-making as needed;
- Supervise freelance multimedia editing from 3ie events, including editing the transcripts for appropriate branding, content relevance and length;
- Upload content on various platforms (e.g. YouTube©, Vimeo©) and link to the 3ie website; and
- Evaluate capacity, infrastructure of vendors for facilitating web-enabled streaming of conferences and creation of podcasts.

3.4 Monitoring and evaluation

- Ensure that the website has adequate and useful M&E tools in place to support effective website and related platform analytics for management and planning;
- Generate metrics and analytics on website traffic, downloads and other information being tracked; prepare and circulate monthly analytics reports;
- Contribute to upgrading of 3ie digital M&E capacities through development and software investigations, testing and evaluation reports; and
- Administer and report the annual website user survey and administer any other online surveys organised by other offices.

4. Qualifications and skills

4.1 Education and training

- Master's degree in a relevant computer science area, is essential; and
- Relevant training in website software applications is essential.

4.2 Knowledge

- Understanding of the use of web-based communication (Web 2.0) technologies, with particular expertise in social media, online mailing and online information dissemination is essential;
- Understanding of web accessibility and usability issues, including open data access is essential;
- Knowledge of international development issues is desirable; and
- Knowledge of online communities of practice and listervs and how they work is desirable.

4.3 Work experience

- Minimum of three years of relevant work experience working on website development and maintenance is essential;
- Work experience or training in Drupal, WordPress or Django is essential;
- Responsibilities for website maintenance, content and M&E is essential;
- Experience with electronic dissemination for marketing of information or products is essential;
- Relevant experience of using web authoring and content management systems is essential;
- Administration of web content management systems is essential;
- Direct experience developing, testing and launching website upgrades or new website design and functionalities, including direct liaison with vendors is highly desirable;

4.4 Skills

- Good written and verbal communication skills in English;
- Keen attention to detail;
- Advanced skills in MS Word© and Excel©, excellent skills in MS PowerPoint©;
- Excellent skills in using the Adobe Creative Suite, especially Premier, Director, Flash and Shockwave; Dreamweaver (or equivalent html editor), PageMaker, InDesign, MailChimp;

- Excellent organisational skills and the ability to work within tight time constraints and deliver regularly on multiple deadlines; and
- Ability to plan and prioritise own workload with minimal supervision
- Excellent interpersonal skills, with the ability to communicate well and constructively in a multicultural office environment is essential; and
- Demonstrated experience of working in teams is essential.

5. Eligibility

The successful candidate must be a resident of India and have the right to work in the country. 3ie is an equal-opportunity employer committed to equality and diversity. We do not discriminate based on sex, age, religion, ethnicity, sexual orientation or being differently abled. We particularly encourage women, ethnic minorities and differently abled persons to apply.

6. Terms of reference

Candidates should be available to start work at the earliest. 3ie offers competitive remuneration based on experience and qualifications.

7. How to apply

Please apply by e-mail to jobs@3ieimpact.org and mention '**Application: 3ie Information, communication and technology associate**' in the subject line.

The application package must include the following:

- A cover letter, not exceeding one page, highlighting your experience relevant to the terms of reference. A summary on your CV is not a substitute.
- Curriculum vitae (not to exceed two pages);
- Name and contact information for three references; and

The deadline for submitting applications is 15 June 2018. Incomplete submissions will not be considered. We will only contact shortlisted candidates.