

Job/Role Title	IT Support (Trainer)
Division	Internal Facing
Grade	D
Location	South Asia Regional Office, Delhi Hub
Responsible to	Head of Global IT
Date	February 2023

Role Purpose: The purpose of the role is to design, implement, and evaluate training programs that help employees acquire the knowledge, skills, and attitudes needed to use information technology systems/ platforms to perform their jobs effectively under the guidance and support of the Head of Global IT.

Context of role:

- The role reports to the Head of Global IT.
- The role is part of the vertically integrated Finance, Admin and IT functions.
- The role will support the development, evolution and implementation of secretariat wide trainings on IT systems.

Role Deliverables

- Identify IT Training Gaps and Needs within IPPF in the areas including but not limited to
 - Microsoft office suite, collaboration tools and other organisational software.
 - Data maintenance and privacy trainings including compliance with data privacy legislations.
 - Maintenance of organizational hardware/ software.
 - System security.
 - Latest trends and developments in the IT space.
- Design and develop class-room and e-course type learning material to be used for training, including on the IPPF Academy platform. This would include handouts, presentations, etc. using simple and easy to use text and images.
- Deliver training programs that address the identified needs and meet IPPFs’ objectives of improved operational efficiency.
- Design and roll out system to collect, collate and analyse feedback and system use data, to evaluate the effectiveness of the training programs.
- Continuously work on improvements of training programs by monitoring feedback from participants, evaluating the effectiveness of training delivery methods, and updating training materials as necessary.
- Promote use of IPPF Academy for regular refresher and new trainings.
- Ensure regular follow up on compliance with compulsory trainings.
- In collaboration with the Head of Global IT, develop and maintain up to date training plans, material, feedback and learning therefrom and training reports.
- Build a strong technical culture around IPPF business systems that emphasizes technical excellence, rapid iteration, strong security, and frictionless user experiences.
- Provide strategic advice for business improvement in a business partnering mode.
- Undertake any other reasonable duties as may be requested from time to time.

Key Skills/Expertise:

- Bachelor’s degree in Computer Sciences, Information Technology or a relevant field.
- Experience in technical training or a similar role.
- Familiarity with Learning Management System (LMS) software like Moodle
- Effective communication skills – verbal and written.
- Outstanding presentation skills.
- A keen eye on details.
- Constant desire to learn and adapt.
- Problem solver approach - understand perspectives and ensure responsive to needs.
- Strong collaboration and organizational skills.
- Strong user knowledge on Up-to-date technologies, methodologies and technology standards.
- Ability to work in a team or individually as and when required.
- Good time management abilities.

- Maintain relationships with key customers in area of expertise
- Strong people person. Great interpersonal skills.
- Fluency in English is essential. Fluency in other official languages (Spanish, French or Arabic) desirable.
- Excellent IT skills – ability to use MS Office. Database skills desirable.
- Experience managing ticketing systems will be an advantage.
- Demonstrate an understanding of and commitment to safeguarding in a local and international context.
- Demonstrates ability and willingness to work in a diverse, multicultural, multilingual and intergenerational environment that is anti-racist and respectful of others.
- An intersectional (pro) feminist passionate about sexual reproductive health care rights + justice, including safe abortion.
- Supportive of people's rights regardless of sexuality or gender identity/expression and supportive of worker's rights and access to health care in sex work.

IPPF is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers, contractors, and partners to share this commitment. Anyone employed with IPPF agrees to sign and adhere to IPPF's Code of Conduct and Safeguarding (Children and Vulnerable Adults) Policy.