

CBM India Trust

Position Profile

CBM India Trust is committed to improving the quality of life of persons with disabilities and members of other marginalized communities. We work in partnership with local, national, and international actors with the aim of creating a more equal society for all. Our vision is to have an inclusive world in which all persons with disabilities enjoy their human rights and achieve their full potential.

Position: MIS Officer

Location: Bengaluru

Reporting to: Director, Impact and Knowledge Management

Position Objective:

To manage and strengthen the Program Management System (PMS) to enable effective real-time data collection and reporting. To ensure accurate, timely, and high-quality data management across programs, support users, enhance system performance, and drive continuous MIS improvements. To provide reliable, disaggregated data that enables evidence-based planning, monitoring, and decision-making.

Responsibilities:

1. Program Management System (PMS) Administration

- Manage and maintain the organization's PMS software and mobile application across multiple projects and states.
- Ensure system functionality, user access, and data integrity.
- Coordinate with software developers/vendors for system upgrades, bug fixes, new module development and enhancements.
- Ensure PMS aligns with organizational ME&L frameworks and donor reporting requirements.

2. Data Collection and Quality Assurance

- Oversee data collection processes from field teams using mobile applications.
- Ensure completeness, accuracy, and timeliness of data entry.
- Conduct routine data validation, cleaning, and quality checks.
- Conduct periodic data audits and field verification visits.

3. User Support and Capacity Building

- Train field staff, partners, and program teams on PMS and mobile app usage.
- Develop user manuals, SOPs, and accessible training materials.
- Provide ongoing technical support and troubleshooting for system users.
- Promote accessible data collection practices for persons with disabilities.

4. Reporting and Data Analysis

- Generate periodic reports (monthly, quarterly, half-yearly, and annual) for program and donor requirements.
- Develop dashboards and visualizations for program monitoring.
- Support teams in data interpretation and use for decision-making.

5. System Development and Improvement

- Identify gaps in the current MIS and recommend improvements.
- Support digitization of program tools and workflows.
- Assist in integrating new modules or features into the PMS.

6. Coordination and Documentation

- Liaise with program teams, M&E team, and IT vendors.
- Maintain documentation related to system processes, updates, and data flows.
- Support knowledge management and learning documentation.

7. Data Security and Compliance

- Ensure data protection, confidentiality, and secure storage practices.
- Implement access controls and data backup systems.
- Ensure compliance with organizational and donor data policies.
- Ensure ethical handling of sensitive data related to all project beneficiaries.
- Ensure compliance with in-country laws and regulations as applicable.

Qualifications and Experience:

- Bachelor's or Master's Degree in one of the following:
 - Computer Science / IT
 - Data Management / Statistics
 - Development Studies / Social Sciences (with MIS experience)
- 3–5 years of relevant experience in:
 - MIS management in NGOs or the development sector
 - Program data systems and mobile data collection tools
- Experience working with:
 - Field-based projects and partner organizations
 - Disability-inclusive or development programs (desirable)

Key Competencies:

Technical Skills

- Experience with MIS/PMS platforms and databases.
- Familiarity with mobile data collection tools (e.g., Kobo Toolbox, ODK, CommCare).
- Advanced proficiency in MS Excel, data analysis, and reporting.

- Basic understanding of SQL, Power BI, or similar tools (desirable).

Analytical Skills

- Strong data analysis and interpretation skills.
- Ability to identify trends, gaps, and data inconsistencies.
- Attention to detail and accuracy.

Communication and Training Skills

- Commitment to disability inclusion and equitable engagement with marginalized communities.
- Ability to maintain a respectful and cordial relationship with internal and external stakeholders.
- Strong training and facilitation skills.
- Good documentation and report writing skills.

Coordination and Problem-Solving

- Ability to coordinate with multiple stakeholders (field teams, partners, vendors).
- Strong troubleshooting and problem-solving skills.
- Ability to work effectively under tight deadlines.

Other Competencies

- Commitment to data quality and accountability.
- Sensitivity to and experience in working with persons with disabilities and marginalized communities.
- Willingness to travel to project locations as required.

The future job holder is expected to adhere to CBM India's policies and procedures, commit to CBM India's Child Safeguarding Policy and Code of Conduct, and follow CBM India's safety & security protocols.

CBM India encourages persons with disabilities and women to explore this important opportunity. Send your resume to jobs@cbmindia.org by 30th June.