Johns Hopkins University
Job Description

Classified title: Monitoring & Evaluation Officer

Working title (if applicable): Program Understanding and Learning Suite (PULSE) Manager

Role/Level/Range: ACRP/04/MF

Starting Salary Range ($s Min – Mid; commensurate with experience): Min. to Mid.

Employee group (Full time/Part-time/Limited/Casual): Full time

Employee subgroup (FLSA Status): Exempt

Position Type (New/Direct Replacement/Restructured Replacement): New

Schedule (hours/days): 37.5 hours/5 days

Location: Baltimore. 111 Market Place, Candler Suite 310

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If this is a Direct Replacement or a Restructured Position, please supply the following:
*Incumbent Name:
*Incumbent Position Id:

Personnel area (School): Public Health

Org unit name and #: Center for Communication Programs

Oversight unit name (SOM only): N/A

Department name: Health, Behavior and Society

Reports to (Job title): Technical Director, PULSE

Requisition # (if applicable):

General summary/purpose:
The Johns Hopkins Bloomberg School of Public Health Center for Communication Programs (CCP) is a world-renowned organization that uses social and behavior change communication, knowledge management, research and evaluation, and capacity building, to develop and sustain healthy behaviors worldwide.

The PULSE Manager (PM) will coordinate and support the use, expansion, and maintenance of the CCP PULSE (Program Understanding and Learning Suite) platform for program monitoring. PULSE is a web-based suite with four interrelated components, one of them being a DHIS2-enabled database and visualization platform that houses CCP's global and country-level program monitoring data. The platform supports training on monitoring of communication programs, program strategy development, performance tracking, learning feedback loops and adaptive management activities across all CCP offices, and business development. The PM will bridge monitoring and evaluation with organizational management and specific country programs/global projects.

Specific duties & responsibilities:
The PM is expected to perform the following activities with high-level competency:

Technical Support and Maintenance

Monitor and upgrade the technical content and resourcefulness of the PULSE platform to keep current with evolving MEL systems and approaches and ensure high efficiency and usefulness.

- Continuously refine and expand the PULSE learning suite with new monitoring approaches and methods used by CCP programs, and with audio/video-recordings of real-time monitoring and adaptive management examples, tools, case studies and other innovative monitoring resources, for sharing and use through PULSE.
- Coordinate needed revisions and updates to all components of the PULSE platform (such as learning content, indicator bank, general narratives, tools etc.) and web site.
- Coordinate with CCP management and research to identify additional monitoring data to collect, decide how to use them, and how to effectively share within CCP and with outside communities/groups.
- Work with M&E focal persons (in-country and HQ) to identify program-specific indicators to be integrated with CCP Global.
- Respond individually and structurally to feedback from PULSE users, regarding their experiences, needs, and suggestions for improvement, to the PULSE platform.
- Coordinate orientations to PULSE and training for new staff in all CCP offices as needed.
- Keep current on new developments within the DHIS2/global digital monitoring and evaluation community and incorporate new learnings into PULSE.

User Management
Administratively manage the user interface of the DHIS2 platform

- Define and update user groups and roles, trouble shoot user access issues, and ensure a secure user database with login, passwords, role, groups, and organization units assigned.
- Assign and/or create new datasets and organization units and permissions for new projects.
- Coordinate with HQ and country-level offices on the development of country-level DHIS2 instances, and ensure proper interface of country instances with CCP Global.
- Develop and maintain organizational "standards" and guidance for creating, operationalizing, and maintaining new instances to allow for adequate communication and seamless interface with CCP Global.
- Coordinate with BAO, CommCare, and other data visualization platforms when needed, to resolve interoperability issues between the CCP Global platform and non-DHIS2 monitoring platforms.
- Provide detailed oversight to ensure that dashboards are set up correctly and have information that is current, and for troubleshooting issues that develop on each instance.

Hosting
Collaborate with the DHIS2 host vendor to ensure continuous and smooth operation of the CCP DHIS2 program monitoring and visualization platform.

- Identify the need for, and request a refresh of the CCP Global DHIS2 development instance as needed.
- Schedule routine maintenance tasks for CCP Global and country-level monitoring instances as needed including installation of software upgrades for efficient operations.
- Troubleshoot with host vendor any system issues with the development and live servers.
- Query and interact with DHIS2 community to keep abreast of issues and recommended solutions, and take action when needed to ensure smooth operation of CCP Global platform.

Country-level Data
- Maintain a list of the M&E focal persons and user information for each CCP project.
- Track expected data entry to maintain timely reporting, and accurate results and data visualizations.

- Provide technical support to the M&E staff in each project, running data checks, overseeing routine reporting deadlines, and other related tasks.
- Integrate program rules as needed to data entry screens to ensure high quality data.
- Investigate, problem solve, and resolve data quality issues.

Ongoing configuration
Update CCP Global platform as needed to align with CCP project needs, strategic information, and business development.
- Add new organization units, data elements, and disaggregates, and create new data sets with attributes and indicators, for new projects and health areas.
- Maintain organizational "best practice" conventions for naming, instance organization, user roles, org unit registration, and other related tasks.
- Acquire and import shapefiles for geospatial visualizations of CCP global data.
- Create data visualization outputs (tables, graphs, maps) and customized dashboards for specific audiences and business development, as needed.
- Create dashboards customized for specific audiences and managing sharing settings.

Integrations
- Work with M&E focal persons (in-country, HQ) to ensure technical integration/interoperability between instances and other possible data sources.
- Create new and maintain existing CCP Global server and data integration routes for current and new SOWs, using correct push URL and user credentials.
- Troubleshoot integration and interoperability issues between PULSE and project platforms

Minimum qualifications (mandatory):
Masters Degree (MPS, MSc., MSPH etc) in communication, public health, or related behavioral science with at least ten years of relevant practical M&E experience. At least five years is relevant international experience conducting or managing program monitoring activities in developing country settings. Experience with data management platforms including DHIS2 and/or CommCare.

Required special knowledge, skills, and abilities:
Experience with digital, electronic, and real-time monitoring applications and platform management. Knowledge of development, use, and integration of DHIS-2 systems.
Solid background on program monitoring and indicators.

Technical qualifications or specialized certifications:
DHIS-2 training certificate desirable

Any specific physical requirements for the job:
No specific requirements

Supervisory responsibility (indicate the number and type of persons supervised by incumbent):
May occasionally supervise students, consultants, and casual employees.

Budget authority (indicate dollar amount of budget managed and type/level of authority):
No budget authority

Date: Feb 24, 2019