



Assignment Title	IT & Media Officer
Project:	Increasing access to inclusive services at the community level by promoting a community-based inclusive development approach in Jordan
Post Level:	Developer IT & Media Officer
Contract Type:	Individual Contractor
Place	Amman – Al-Hussien Society
Contract Duration:	October 2024-January 2026

Project Description

(CBM) - with long-term partner Al-Hussein Society Centre for Training & Inclusion (AHS) - are developing a national-wide project to strengthen services for people with disabilities in Jordan, and Promoting the Community-Based Inclusive Development (CBID) Concept in Jordan

Government stakeholders (Ministry of Education, Ministry of Social Development, Ministry of Labor, and Ministry of Health), public institutions, NGOs, private organizations, and people with disabilities themselves and the community at large (as well as family/caregivers) will be targeted through a range of activities including:

- ➔ Capacity building and specialist training
- ➔ Network establishment
- ➔ Mapping Services and establishment of a referral system between all concerned stakeholders
- ➔ Disseminate Information and advocacy campaigns

Overall Goal (Impact): The quality of life and social participation of persons with disabilities in Jordan has improved

Under the supervision of the CBID manager and in coordination with the IT coordinator at Al-Hussein Society, in addition to the external IT company.

IT- Developer will be responsible for the following activities:

- 1- Supervise the establishment of the national platform that ensures service delivery, a structured referral system, knowledge sharing, and an accessible database for persons with disabilities and communities. Act accountable that the platform is efficiently operated.**

As described in the baseline situation, persons with disabilities are the sufferers of the lack of coordination between service providers in the health sector and service providers in all areas of life relevant to persons with disabilities. To ensure direct access to services for persons with disabilities, a **national barrier-free platform** will be established. This will include a well-structured referral system, as well as the possibility for monitoring and follow-up. It will be a medium for information management and will also include a system to indicate complaints and satisfaction with services.

2- Provide training courses to the service providers to use the platform

- General training on the use of the platform will take place at the national level in the 12 governorates.
- The identified focal points by AHS who are representing each organization will be trained by the AHS- IT trainer on how to use the platform and in particular how to use the referral system and follow up on requests for services.
- The stakeholders concerned will collaborate by using their social media to promote the use of the platform. In addition, videos with instructions on how to use the applications will be made available on the platform and stakeholder websites.
- The smooth operation of the platform will then initially be tested in three representative target areas Ramtha, Salt, and Karak.

3- Develop a barrier-free mobile application to provide service providers and customers with direct access to the services offered

- To provide direct access to the platform, a mobile app is being developed for use by people with disabilities and other users of the platform.
- The project's IT developer will design and develop the application, Once completed, the application will be uploaded to the mobile store (Android, Apple) where it will be available for use.

4- Data Security: Implement and maintain data security measures to protect the sensitive information of persons with disabilities using the platform. Ensure compliance with relevant data protection regulations and best practices.

5- Document and promote the project activities on all the social media:

- a. **Social Media Managing:** Ensure the social media platform remains functional and up-to-date post-launch. This includes performing regular updates, troubleshooting issues, and providing ongoing user support to service providers and persons with disabilities.

- b. **Social Media Strategy:** Collaborate with the communications team to develop and execute a comprehensive social media content strategy. This includes planning campaigns that promote the platform and the project's goals, ensuring consistent messaging across all channels.
- c. **Reporting:** Produce regular reports on platform performance, including user engagement metrics. Additionally, track and report on social media metrics to evaluate the impact of campaigns.
- d. **Collaboration:** Work closely with other departments, including the communications, training, and advocacy teams, as well as external partners, to ensure the platform and social media strategies align with the broader project objectives.

6- Cover all the trainings and events inside and outside the society; taking photos and videos, documenting, and posting on social media.

Scope of Work

The IT developer will be recruited based on an open and competitive process.

The IT- Developer will be hired to provide technical guidance and develop a platform (jointly or individually).

The IT- Developer will report to the Project Manager.

The tasks and responsibilities of the IT- Developer will be as follows: -

- Respond to AHS Staff queries immediately and make arrangements to provide solutions.
- Responsible for installing, configuring, and assuring of backing up all AHS users' Data.
- Install and configure Network appliances.
- Facilitate the repair of work.
- Monitor and respond quickly and effectively to requests received through the IT Coordinator.
- Modify configurations, utilities, software default settings, etc. for the local workstation.
- Install, test, and configure new workstations, peripheral equipment, and software.
- Perform timely workstation hardware and software upgrades as required.
- Maintenance for Network Cables and Points, Make sure that all the cables are in good shape and there are no losses.
- Responsible for social media for all project activities and AHS activities and the campaigns
- Any additional tasks required from AHS administrative

Skills Required

- Good knowledge of international accessibility standards (WCAG).
- Full stack developer
- UX-UI (will be an advantage)
- Laravel / Html / CSS / JavaScript (**preferred to have .NET experience**)
- Vue / React JS
- Flutter or react native (will be an advantage)
- Database Mongo / MySQL

- QA (Mandatory)
- Daof Analysis
- Good knowledge of Networking
- API integrations with other systems
- Generate API.
- Server Windows 2012 R2, and Workstation Windows 10.
- Microsoft Office 365 and office 2016 onwards and other common desktop applications.
- Basic networking skills including TCP/IP, Network cabling, and infrastructure.
- The ability to configure network printers.
- Awareness of all mainstream mobile technologies (RIM, Android, Apple , etc.) specifically when related to the Platform.
- Experience supporting and maintaining an asset database.
- Ability to function successfully in both team and independently, meeting strict deadlines
- Effective communication skills.
- Ability to recognize when to escalate.
- Organizational skills to support administrative personnel, department supervisors, staff, and managers by maintaining respectful interactions and relationships with Project Staff.
- The ability to prioritize, be attentive to details, maintain confidentiality, and provide exceptional client service is required. Demonstrated communication, interpersonal, organizational, analytical, problem-solving, and computer skills required.
- A sense of urgency and a commitment to the timely completion of projects.
- Attention to details along with a commitment to quality and confidentiality.
- Proficiency in Adobe Photoshop, Illustrator, and other design tools for creating visuals and digital content
- Experience in digitizing paper forms and integrating them into electronic systems for streamlined data collection and processing.

Required Education & Experience

- Bachelor's degree in Computer Science or any related field.
- Minimum 3 years of a prior experience
- Preferable to be Certified on MCSE, CCNA, Security+, A+

1- Technical criteria which must exist:

- Full stack developer
- UX-UI (will be an advantage)
- Laravel / Html /CSS / JavaScript (**preferred to have .NET experience**)
- Vue / React JS
- Flutter or react native (will be an advantage)
- Database Mongo / MySQL
- QA (Mandatory)
- Daof Analysis
- Social media skills

2- Technical criteria (value added):

- English proficiency
- Server administration
- Apply smart troubleshooting
- Network knowledge
- [developing platform as compulsory](#)

3- Administrative criteria:

- Team leader
- Experience in managing IT projects
- On-call respond
- Ability to work with team
- [Knowledge about disability issues and stakeholders as value added](#)