



## Syria Country Programme Job Description

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<b>Job Title:</b>	Information Management Senior Officer - Syria
<b>Salary Grade:</b>	8A
<b>Department:</b>	MEAL
<b>Location:</b>	Damascus-Syria
<b>Period:</b>	Sep 1 <sup>st</sup> , 2025 – Mar 31 <sup>st</sup> , 2026

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### **Background:**

The International Rescue Committee (IRC) responds to the world's worst humanitarian crises, helping to restore health, safety, education, economic wellbeing, and power to people devastated by conflict and disaster. Founded in 1933 at the call of Albert Einstein, the IRC is one of the world's largest international humanitarian non-governmental organizations (INGO), at work in more than 40 countries and 29 U.S. cities helping people to survive, reclaim control of their future and strengthen their communities. A force for humanity, IRC employees deliver lasting impact by restoring safety, dignity and hope to millions.

An estimated 60 million people need humanitarian assistance in MENA. This includes people caught up in protracted conflict, those displaced by crisis, and those affected by global shocks, changing climates, and natural disasters. Across the region, vulnerable groups, such as women, children, and people on the move, continue to be disproportionately affected, all while rising economic instability and often weak national governance exacerbate levels of extreme poverty and disrupt the provision of basic services.

The IRC responds to people's acute and longer-term needs with integrated programs that improve health and safety, prioritize children's education, strengthen economic wellbeing, and empower communities to regain control over their lives. Our work gives rise to some of the most pressing issues facing contemporary humanitarian action, including questions of access, conflict sensitivity, coordination, and impact.

The Syria crisis is one of the most complex humanitarian crises of our time. Today, more than 16 million people in Syria are in need of humanitarian assistance, with needs increasingly being exacerbated by economic decline. Following the government change in December 2024, the Syrian crisis is at a pivotal moment – exposing the magnitude of unmet needs and presenting new opportunities to respond and rebuild. For the IRC, this signifies a transitional phase that allows for setting up the country team inside Syria.

### **Job Overview/Summary**

As part of IRC's MEAL unit, the Information Management Senior Officer will be responsible for overseeing the data and information management process for all of the IRC's programmes across the Syria Country Programme and supporting their maintenance for both the IRC programmes and partners. The IM Senior Officer will ensure that IRC's data collection and information management systems for existing and new activities are efficient, harmonized and integrated across sectors, and reliable, and that data is used to inform evidence-based programming and decision making. Under the leadership of the Syria MEAL Coordinator, the IM Senior Officer will play a key, hands-on role in achieving harmonization of MEAL efforts in Syria while shifting to innovative and digital data management solutions.

## **Duties and Responsibilities**

### **Technical Quality and Strategy**

- Ensure that all program data collected include the minimum of information that is required for follow-up and conduction of the Post-Distribution/Delivery Monitoring (PDM) Assessments. E.g. beneficiary numbers
- In conjunction with the Coordinators, Technical Advisors, and IM Officers develop a survey library of all data collection forms/surveys e.g. needs and PDM assessments
- Support the program data management staff, programs' staff and partners in the use of the new technology systems and tools.
- Work closely with both IRC and Partners IM Officers on the development of Data flows
- Establish great practices for Mobile/Digital Data Capture survey design, building and remote support
- Establish the protocols and systems necessary for remote data collection and client engagement.
- Maintain and manage the development of all mobile data capture/digital surveys within the Country Programme based on the advice from the technical coordinators, Technical Advisors (TAs'), and IRC guidelines.
- Maintain and improve as relevant the functionality of the MEAL hub which acts as the information source of the main MEAL and program reporting.
- Act as the focal point for consolidating clients counting, Indicators tracking, annual statistics, and Program Indicator Dashboard (PID).

### **Data handling, Reporting and visualization**

- Systematically review datasets for deficiencies or errors based on data quality SOPs and advising on correcting any incompatibilities where possible
- Develop and support in managing the IRC's information management systems, platforms and databases for the Health, Protection, Education and Economic Wellbeing units.
- Create, maintain and lead the development of powerful dashboard and infographics for supporting the Country Programme with understanding the context, reflecting on achievements, and the taking of evidence-based decision.

### **Capacity Building**

- Build the capacity of program and partners' staff in relevant technical and management competencies.
- Schedule, organize and lead the delivery of regular digital and data literacy sessions for all IRC and partner staff based on a pre-set capacity building plan.
- Provide feedback to the Senior MEAL Coordinator and technical Senior Coordinators on all program technical data quality and systems strengths and issues to improve.

### **Technical Management**

- Highlight to the MEAL Management, sector IMs and Sector Coordinators pressing IM priorities as highlighted by the CP strategies and flag deviations for action by the MEAL Coordinator, sector Coordinators and IM staff.
- Technically supervise and mentor all sector information management staff (Health, Protection, ERD, ECD) and provide technical guidance for effective collection, analysis, and utilization of quantitative and qualitative data

### Coordination & Representation

- Support timely information sharing regarding challenges and needs at the field level.
- Coordinate closely with the MEAL unit to ensure consistency and quality of data collection.
- Represent IRC at relevant cluster meetings, as required.

### Key Working Relationships

**Position Reports to:** MEAL Coordinator

**Position directly Supervises:** No direct reports

**Position Technically Supervises:** Sector IM Staff

**Other Internal and/or external contacts:** Support and Program Departments

### Job Requirements

- A University degree in a relevant field (such as statistics & data management, IT, social science, public health, development economics, or a related subject area) – a technical degree together with additional relevant work experience may substitute for education.
- At least 4 years of working experience in Information Management and Monitoring and Evaluation or Learning-related functions.
- Technical skills in setting up quality information management processes and creating data management systems (E.g. Salesforce, DHIS2, Zendesk, Freshdesk, etc.)
- Proficiency and experience with mobile data collection tools as well as proficiency with Microsoft Excel. Knowledge PowerBi is a must.
- Demonstrated analytical, systematic-thinking, and problem-solving skills.
- Proven ability to transfer knowledge to diverse audiences through training, mentoring, and other formal and non-formal methods together with presentation and reporting skills are a strong asset.
- Confirmed ability to lead, mentor and empower a small to medium professional team.
- Self-motivated with good organization, planning skills, including prioritizing work and multi-tasking.
- Strong computer literacy with Microsoft Office (in particular, Excel), PowerBI, SPSS, R or other statistical software
- Experience in professional use of AI and Prompting.
- Experience using Arc/QGIS is desired
- Experience with Mobile Data Capture (MDC) tools and creating MDC surveys
- Proficiency in English, both written and spoken. Proficiency in Arabic is a major advantage.

### **How to apply:**

Interested candidates can apply via this link: [Information Management Senior Officer / Damascus – Fill out form](#) before 15<sup>th</sup> Mar 2026. Females are strongly encourages to apply.

At IRC - we are committed to creating a diverse, inclusive, respectful and safe work environment where all persons are treated fairly, with dignity and respect. In keeping with our core values of Integrity, Service, Accountability and Equality, IRC strives to maintain a work environment built on mutual respect in which all individuals treat each other professionally, and free of bias, prejudice, and harassment.

We acknowledge and honor the fundamental value and dignity of all individuals. We are an Equal Opportunity Employer and consider all applicants on the basis of merit without regard to race, sex, color, national origin, religion, sexual orientation, gender identity, age, marital status, veteran status, disability or any other human demographic.

**Professional Standards:** IRC staff must adhere to the values and principles outlined in IRC Way – Global Standards for Professional Conduct. These are Integrity, Service, Accountability and Equality. In accordance with these values, IRC operates and carries out policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti-Workplace Harassment, Respect at Work Fiscal Integrity, and Anti-Retaliation.

**Accountability to Clients:** IRC staff must adhere to the commitment of contributing to the sustainability and development of its (CR) Client Responsiveness Mechanisms, preserving the culture of prioritizing the needs of our clients and affected communities by systematically listening to their perspectives and using their feedback to make programmatic decisions and give them greater influence over program design and delivery.

**Returning National Candidates:** We strongly encourage national or returning national candidates to apply for this position. If you are a citizen of the Country in which this position is based and are currently located outside of your home country and possess over two years of international work experience, the Middle East Region has introduced an attractive remuneration package. The package includes competitive compensation, return flight to post, shipping allowance, temporary housing, and a relocation allowance. Certain restrictions may apply. IRC strives to attract, motivate, and retain qualified national staff in our programs.

**Gender Equality:** IRC is committed to narrowing the gender gap. We offer benefits that provide an enabling environment for women to participate in our workforce including parental leave, gender-sensitive security protocols and other supportive benefits and allowances.

**Diversity and Inclusion:** at IRC, we are passionate about creating an inclusive workplace that promotes and values diversity. Organizations that are diverse in age, gender identity, race, sexual orientation, physical or mental ability, ethnicity, nationality, and perspective are validated to be better organizations. More importantly, creating a safe workspace environment where everyone, from any background, can do their best is the right thing to do. So, bring your whole self to work.

IRC is committed to creating a diverse, inclusive, respectful and safe work environment where all persons are treated fairly, with dignity and respect. In keeping with our core values of Integrity, Service, Accountability and Equality, IRC strives to maintain a work environment built on mutual respect in which all individuals treat each other professionally, and free of bias, prejudice, and harassment. IRC expressly prohibits and will not tolerate discrimination, harassment, retaliation, or bullying of IRC Persons in any work setting. All IRC staff, wherever they are located, are accountable for creating an environment free of discrimination, harassment, bullying, and retaliation.