NRC NORWEGIAN REFUGEE COUNCIL

NRC in Syria

NRC is in Syria to support people affected by forced displacement (IDPs, returnees, host community etc.) so that they can have access to timely and effective assistance, to cope with the crisis and when the crisis ends return and rebuild their lives. Since the start of its activities in mid-2016 in Syria, NRC has reached with humanitarian assistance to more than 600,000 people particularly in the Governorates of Damascus, Aleppo, Quneitra, Dara'a, Hama, Al-Hassakah and Rif Damascus, out of which more than 152,000 people reached in 2020 with the provision of more than 255,000 services and moving forward to reach more during 2021.

NRC will continue to apply an integrated programming approach, where Education, capacity building, Shelter/WASH, and Food Security and Livelihoods (FSL) programmes work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

Role Specific Information

The Information Management (IM) Team Leader will contribute to the development, rollout, and maintenance of NRC Syria's information management systems.

The IM Team leader will mainly work on the development and maintenance of data management systems for capturing and visualizing country-level output and outcome data, analysis of secondary data, and needs assessments.

The IM will work with staff in the Country Office and Area Offices to support data extraction, visualization, capacity building as needed, production, and dissemination of information products and Standard Operating Procedures (SOPs) or technical guidance on information management best practices. information products and standard operating procedures (SOPs) or technical guidance on information management best practices.

The role will have some of the following responsibilities:

Generic responsibilities:

1. Adherence to NRC policies, guidance, and procedures
2. Respond to Area Office requests for support on mobile data capture implementation.
3. Build mobile data capture forms as a service for field teams.
4. Maintain a library of forms for common project cycle data capture activities and ensure proper filing of documents.
5. Maintain and implement the protocols required for remote beneficiary engagement.
6. Implement Information Management activities according to the plan of action.
7. Develop a data management system through documentation, implementation, and coordination of standardized information flows.
8. Develop and maintain a reporting system for programme achievements and evidence/
9. Adhere to NRC data protection regulations and other data protection policies.
10. Provide technical support for Information Management across the Country Office and Area Offices, ensuring harmonized IM systems, tools, standards, and practices across NRC Syria.
11. Provide direct supervision and guidance to the IM Technical Assistant and technical support to Area Office IM staff, including work planning, prioritization of IM requests, capacity building, and consistent application of agreed IM standards and procedures.

Specific responsibilities:

Information Management (IM) Systems & Governance

- System Architecture & Integration: Design, implement, and maintain the Country Office (CO) IM architecture to track output/outcome indicators, targets, and achievements, overseeing the seamless integration of fragmented Area Office (AO) and Core Competency (CC) databases into centralized repositories.
- Standardization & SOP Compliance: Lead the development, rollout, and enforcement of Standard Operating Procedures (SOPs), standardized data collection tools, and unified reporting workflows across all CCs and AOs to eliminate duplication and ensure operational consistency.
- Global Reporting Administration (GORS): Manage the accurate upload, maintenance, and timely updating of all active and newly onboarded project profiles, indicators, and targets within the NRC Global Output and Outcome Reporting System (GORS).
- Data Quality Assurance & Audits: Spearhead periodic data quality audits (DQA) and IM system performance reviews; identify operational gaps and coordinate corrective action plans in collaboration with MEAL, Programme, CC, and AO teams.
- Data Protection & Regulatory Compliance: Ensure strict adherence to NRC global data protection regulations, privacy standards, and applicable statutory data governance frameworks across all data lifecycle stages.

Data Collection, Analytics & Visualization

- Digitalization & Automation: Lead the deployment and technical administration of digital data collection platforms (specifically KoboCollect) across CO and AOs, driving process automation to minimize manual data entry and reporting burdens.
- Performance & Variance Analysis: Extract, clean, and analyze datasets from the Indicator Performance Tracking Table (IPTT), GORS, Multi-Sectoral Needs Assessments (MSNA), and secondary sources to evaluate target-versus-achievement variances and highlight programmatic gaps for the MEAL Manager and Programme teams.
- Business Intelligence & Reporting: Design, update, and publish country-wide Power BI dashboards, infographics, site profiles, and service mappings on monthly, tri-annual, and annual cycles to support internal decision-making and external donor reporting.

Team Leadership & Capacity Building

- Technical Supervision: Coordinate and oversee CO and AO IM personnel by establishing technical priorities, reviewing deliverables, providing expert guidance, and ensuring the timely execution of agreed IM workplans.
- Institutional Capacity Strengthening: Design and deliver targeted training programs on IM systems, digital tools, and data management best practices for internal project, MEAL, and IM staff, as well as implementing partners.

External Coordination & Operational Support

- Inter-Agency & Cluster Representation: Serve as the primary IM focal point in external humanitarian fora and Working Groups; oversee country-wide ActivityInfo Online reporting (5Ws, service monitoring) in coordination with CC Specialists and cascade relevant sector updates to AO IM teams.
- Cross-Functional & Helpdesk Support: Manage an internal IM ticketing system for technical support requests, collaborate with CC teams on specialized data capture initiatives (e.g., Success Team workflows), and execute additional strategic tasks as assigned by the MEAL Manager.

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Our Ideal Candidate.

- Bachelor's degree in information technology, Computer Science, statistics, engineering or other related field .
- Minimum 4 years of experience in the development and administration of database and information management systems.
- Experience working on information management and database systems development .
- Understanding of data and information needs for program management and decision-making.
- Solid experience in form design using .xls forms and/or MS Forms .
- Knowledge of managing data security, including data encryption, user and group management, views, and security modes.
- Experience in roll out of information management tools, including delivery of user training.
- High level of English and Arabic language proficiency (speaking, reading, writing).
- Analytic and computer skills, including MS Office (Word, Excel, Outlook, PowerPoint, Access).
- Experience using Power BI .
- Knowledge of SPSS, STATA, or other similar data analysis and processing tools.
- Solid background in use of Microsoft Office software package (MS Excel advanced) .
- Strong data interpretation and data presentation skills.
- Understanding of key privacy and information management ethical concerns and ability to manage information management activities within ethical guidelines.
- Experience of working in the humanitarian sector is a plus .
- Experience with data analysis and visualization solutions such as MS Power BI, Google Data Studio, and Tableau is required. Knowledge of MS Power BI suite is an advantage.
- Experience in SQL is an advantage .
- Experience with GIS tools and software(s) is preferred.
- Background in CRM systems, e.g. MS Dynamics, and Salesforce CRM, will be an advantage.

Additional Important Information:

- Contract period: 12 months duration contract.
- Type of Contract: Syrian National Contract. Fixed Term renewable based on NRC budget availability / funding, business need and the incumbent satisfactory performance.
- Deadline: Apply before 9 Dec 2026.
- Salary/benefits: G6 According to NRC's salary scale and terms and conditions. According to NRC Grade Profiling Structure (NRC Grade Profiling Structure)
- Access to full Job Description (JD): IM Team Leader JD
- Duty Station: Damascus, Country Office.
- This position is open to Syrian Nationality holders only or the ones who has the right and eligibility to work inside Syria . NRC will provide no sponsorship or work permit / residency for this role.

How to Apply:

Interested applicants can apply for this role solely through the NRC recruitment platform, Webcruiter, using the link below:

https://23109900.webcruiter.no/Main/Recruit/Public/5215145813?link_source_id=0

PS: Qualified candidates are welcome to apply in English with their latest CV attached by 9 December 2026 (unsolicited applications will not be reviewed). Enter your full name exactly as shown on your national ID and complete all required fields for education, experience, and employment history, as incomplete profiles may not be considered. Due to high application volume, only shortlisted candidates will be contacted.