



NATIONAL SOCIAL PROTECTION AGENCY
REPUBLIC OF THE GAMBIA
OFFICE OF THE VICE PRESIDENT

Terms of Reference
Management Information Systems (MIS) Officer

Job Title	Management Information Systems (MIS) Officer
Department	<i>Social Registry Department</i>
Reports to	<i>Director of Social Registry</i>
Duty Station	<i>Banjul, The Gambia</i>
Nature of Employment	<i>Full-time</i>
Salary	This position falls within GRADE F of the NSPA integrated pay scale.

1. Job Summary:

The National Social Protection Agency (NSPA) was established under the National Social Protection Act, 2024 to provide leadership, coordination, oversight, and technical guidance across the social protection sector in The Gambia. The Agency works with Government institutions, development partners, civil society organisations, and other stakeholders to strengthen social protection systems and improve the welfare and resilience of poor and vulnerable individuals, households, and communities.

A key function of the NSPA is the management and continuous strengthening of social protection delivery systems, including the Gambia Social Registry Information System, data management platforms, digital tools, and related Management Information Systems used to support targeting, planning, reporting, programme delivery, monitoring, and decision-making.

In this regard, the NSPA seeks to recruit a qualified and competent Management Information Systems Officer to support the administration, maintenance, analysis, and effective use of the Agency's information systems, databases, ICT infrastructure, and digital platforms.

The MIS Officer shall report to the Director responsible for the Social Registry

2. Responsibilities & Tasks:

The MIS Officer shall perform the following duties:

- **Systems Administration and MIS Management**
 - a. Serve as a systems administrator for the Gambia Social Registry Information System and other Management Information Systems used by the NSPA.
 - b. Support the maintenance, configuration, troubleshooting, and continuous improvement of the Agency's digital platforms, databases, applications, and ICT systems.
 - c. Ensure that Management Information Systems are functional, secure, reliable, and available to support programme implementation and institutional decision-making.
 - d. Monitor system performance and recommend improvements to enhance efficiency, reliability, data quality, and user experience.
 - e. Support user account management, access control, system permissions, and role-based access in line with approved protocols.
 - f. Provide technical support to staff, partners, and authorised system users on the effective use of NSPA information systems.

- **Database Management and Data Administration**
 - a. Maintain and administer databases used by the NSPA, including social registry and programme-related datasets.
 - b. Extract, manipulate, clean, analyse, and report data to support management requests, programme planning, monitoring, and evidence-based decision-making.
 - c. Run database queries, generate reports, and produce timely analysis of large datasets.
 - d. Support data quality assurance processes, including data validation, deduplication, cleaning, and consistency checks.
 - e. Assist in maintaining updated, accurate, and secure records within the Social Registry Information System.
 - f. Support data migration, integration, interoperability, and exchange processes with relevant Government systems and partner platforms.
 - g. Ensure that all data management activities comply with approved data-sharing protocols, Memoranda of Understanding, confidentiality requirements, and instructions of the Executive Director.

- **Data Analysis, Reporting and Research Support**

- a. Conduct data analysis to support policy, planning, programming, monitoring, evaluation, and reporting needs of the Agency.
- b. Prepare analytical reports, dashboards, summaries, and statistical outputs for management and programme teams.
- c. Support research activities, assessments, and evidence-generation exercises undertaken by the NSPA.
- d. Use appropriate statistical, database, and data visualisation tools to produce clear and timely information products.
- e. Support the interpretation of system-generated data to guide targeting, programme design, beneficiary management, and service delivery.

- **ICT, Software and Hardware Management**

- a. Provide day-to-day ICT support to ensure the effective functioning of computers, printers, scanners, routers, servers, network devices, and other ICT equipment.
- b. Install, configure, update, and troubleshoot computer software, operating systems, antivirus tools, office applications, statistical packages, and other relevant applications.
- c. Support the maintenance and management of ICT hardware, including diagnosis of faults, basic repairs, replacement recommendations, and liaison with service providers where necessary.
- d. Maintain an updated inventory of ICT equipment, software licences, accessories, and related assets of the Agency.
- e. Support regular system backups and ensure proper data recovery procedures are in place.
- f. Assist in maintaining the Agency's local area network, internet connectivity, shared drives, cloud-based systems, and other ICT resources.
- g. Provide technical support for meetings, presentations, virtual engagements, video conferencing, and other digital communication needs of the Agency.

- **Website and Digital Content Support**

- a. Contribute to the management and maintenance of the NSPA website.

- b. Support the uploading, updating, and organisation of relevant content, publications, reports, announcements, and other approved materials on the website.
- c. Work with relevant staff to ensure that the Agency's digital platforms remain updated, functional, professional, and aligned with institutional communication standards.

- **Data Security, Confidentiality and Compliance**

- a. Support the implementation of data protection, confidentiality, access control, and cybersecurity measures.
- b. Ensure that sensitive data, especially beneficiary and household information, is handled in a secure, ethical, and confidential manner.
- c. Report system risks, data breaches, unauthorised access attempts, or other ICT-related threats to the appropriate supervisor.
- d. Support compliance with applicable data-sharing agreements, institutional policies, and relevant national regulations.

- **General Institutional Support**

- a. Provide technical support during field data collection, data entry, data validation, system training, and partner engagements.
- b. Support capacity-building activities for staff and partners on the use of MIS, database tools, digital systems, and ICT equipment.
- c. Participate in relevant meetings, technical working groups, and institutional assignments as may be required.
- d. Perform any other related duties assigned by the Executive Director or designated supervisor.

3. Qualifications & Experience:

The candidate must have:

- At least a Bachelor's Degree in Computer Science, Information Technology, Management Information Systems, Software Engineering, Data Science, or any other relevant field.
- At least five (5) years of relevant professional experience in database administration, systems administration, MIS management, ICT support, or data analysis.
- Experience in managing information systems, databases, data platforms, or digital service delivery systems.
- Experience in social protection, public sector information systems, development programmes, or donor-funded projects will be an added advantage.

4. Key Competencies:

The candidate should demonstrate strong competence in the following areas:

- Database administration, data management, and systems administration.
- Strong knowledge of SQL, database queries, data extraction, data cleaning, and reporting.
- Competence in statistical and data analysis tools such as Excel, SPSS, STATA, R, Python, Power BI, or other relevant software.
- Good knowledge of computer hardware, software installation, system troubleshooting, and ICT equipment maintenance.
- Knowledge of computer networks, internet connectivity, servers, cloud platforms, and basic cybersecurity principles.
- Ability to manage end-user applications and provide user support.
- Ability to work with large datasets and produce accurate reports within tight timelines.
- Understanding of data protection, confidentiality, access control, and secure data-sharing practices.
- Ability to think logically and algorithmically in solving system and data-related problems.
- Experience in website content management and digital communication platforms will be an added advantage.

5. Submission and Submission Deadline:

Interested candidates should submit the following:

1. Application letter addressed to the Executive Director, National Social Protection Agency;
2. Updated Curriculum Vitae;
3. Copies of relevant academic and professional certificates; and
4. Any other supporting documents.

Applications may be submitted via email to HR@nsps.gm, copying executivedirector@nsps.gm, on or before the stated deadline.

Only shortlisted candidates will be contacted for further steps.

Deadline: 25th JUNE 2026 at 11:59pm