

Technology Operations Manager

JOB TYPE: Full-time

LOCATION: Dhaka, Bangladesh

TEAM: Technology / Product

SALARY: Competitive based on experience

WHO WE ARE

Noora Health's mission is to improve outcomes and strengthen health systems by equipping family caregivers with the skills they need to care for their loved ones. Founded in 2014, Noora Health turns hospital hallways and waiting rooms into classrooms by tapping into the most compassionate resources available for the patient's care: their own family.

With the support of six state governments in India, the Government of Bangladesh, and large private hospital systems, Noora Health has trained more than two million caregivers across 329 facilities. In a cohort of patients, the program reduced post-surgical cardiac complications by 71%, maternal complications by 12%, newborn complications by 16%, and newborn readmissions by 56%.

Noora Health was honored as a TED 2022 Audacious Project Grantee and recipient of the 2022 Skoll Foundation Award for Social Innovation. Featuring Edith Elliott and Shahed Alam, our Co-Founders and Co-CEOs, Noora Health's mission took the spotlight at TED 2022 and was also featured in a 2022 Skoll video.

WHAT YOU WILL DO

- Relationship management and issue resolution for all the tech platforms that Noora Health uses internally, including but not limited to:
 - Invoice and payment management of the various platforms
 - Scouting and interacting with vendors for any potential new platforms as needed for new projects
 - Configuration / Setup of any platform so that it can be used internally. eg. IVRS setup, Turn integration etc.
 - Point person for new requirements / support relating to any of our tech platforms: this will include communicating about challenges faced by the team, understanding new features when released and how it impacts us etc.
 - Understanding any new govt guidelines relating to our platforms and keeping the team informed about its impact
 - Suggest new platforms that can be used to improve our products and internal processes
 - Maintaining and keeping the need based reports up to date that are generated from various platforms such as Turn.io, IVRS Dashboard etc.
- Internal Stakeholder Management and Monitoring Support
 - Work on setting up internal processes to make things more streamlined between Product, Design and Implementation team
 - Collaborate with multiple stakeholders (potentially from different teams) to resolve any issues relating to our technology-based services
 - Support monitoring of the multiple technology-based services

WHAT WE ARE LOOKING FOR

- Bachelor's degree, or any equivalent

- 2-3+ years of experience working in tech and project management is preferred
- Sound knowledge of contemporary technologies (like Excel, Google Sheets, Slack etc.)
- Keen interest in exploring new tools and technologies, along with innovative ways to use them
- Quick learner, able to pick up new information relatively easily
- Good project management skills
- Strong ownership skills and self motivated
- Strong communication skills

WHAT WE VALUE

At Noora Health, we value diversity, equity, and inclusion, and we understand the value of developing a team with different perspectives, educational backgrounds, and life experiences. We prioritize diversity within our team, and we welcome candidates from all gender identities, castes, religious practices, sexual orientations, and abilities – among many others. We encourage people from all backgrounds to apply for positions at Noora Health.

HOW TO APPLY

Email the following materials with the subject line **Technology Operations Manager** to **hr.bangladesh@noorahealth.org**:

- A one-page cover letter describing your interest in the position and background.
- Please include your current and expected salary in the cover letter.
- An updated resume, including languages spoken and relevant experiences.
- The deadline of submission of applications is 25 September 2022.