Telecare

AYINET's Digital Innovation for Peace, Justice and Social Uplift

ICT & Marketing internship opportunities in Belgium & Uganda – 2022

AYINET's Digitalization Objectives

Advancing technology as a path towards national cohesion, peace and social uplift.

AYINET is an independent not-for-profit peacebuilding and human rights organisation based in Lira – City, northern Uganda. It's an initiative formed by youthful war survivors who rose against all odds to challenge their pain by choosing and promoting peace despite having grown up in societies torn apart by war.

AYINET is implementing Telecare, a digital innovation project which aims at realizing a dignified community by bringing in technology through implementing simplified, localised, inclusive applications in order to drive the full spectrum of sustainable development at all levels.

The four Telecare objectives are:

1. Setting up a toll free call center that provides mental, psychological, medical and legal support to all kinds of victims and survivors of violations;

2. Implementing the CRM software Salesforce for effective case and client management;

3. Operating a digital library and LMS system (Eloomi) that provides tailored content to clients, partner organisations, social workers and volunteers;

4. Develop and pilot an ICT and innovation strategy for scaling out across Africa.

AYINET
African Youth Initiative Network

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BECAUSE WE CARE
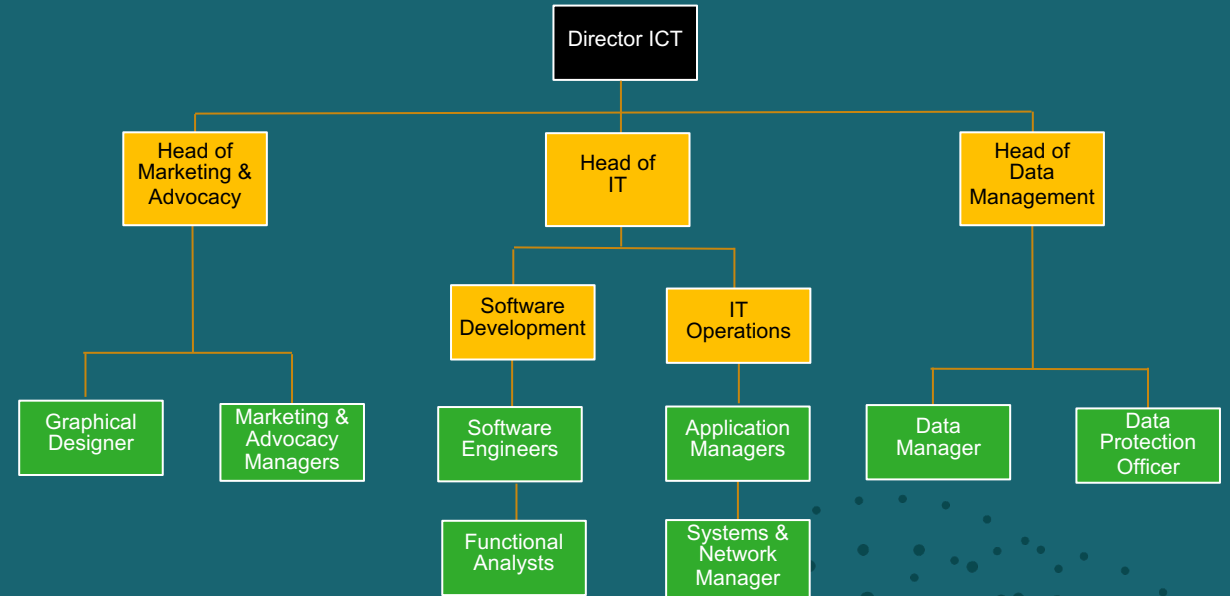
The IT & Marketing Team

AYINET is expanding its technical capacity in order to deliver Telecare's digitalisation projects. We are looking for **ICT and marketing students and volunteering experts** who are eager to contribute and support us in one of the below projects:

Bridging the digital gaps – aware of current limitation in technological knowledge, Telecare wants to implement a CRM system to keep client contact details up to date and track every interaction with clients or operational partners. The system will be accessible by the network of social workers within the local communities, where the digital divide iteratively reinforces social inequalities; Telecare will provide the platform and mechanisms by leveraging the industry standard expertise to match the existing local capacities.

Digital marketing – within the scale out strategy of Telecare we prepare for launching and promoting the new brand to connect with the target audience and to potential partners. We will operate not only via email, social media, but also text and multimedia messages as a marketing channel. We want to optimize SEO and develop content and mobile marketing and definitely marketing analytics.

LMS system with digital library – for the broad community a digital resource library will be developed, which is part of a cloud based Performance Management & Learning Management System. Objectives are to engage, motivate and develop staff, volunteers and users at partner organisations. Furthermore specific digital content can be made available to Telecare clients. Flexible reporting will allow to measure success and track development, ensure training completion with end of module testing and get predefined standard reports on compliance.

Data analytics – by using the latest BI technology, Telecare will have access to an end-to-end analytics platform that allows to track results and improve planning and processes in terms of efficiency and effectiveness. Through the event-driven dashboards and reports, KPIs are tracked to make sure the performance matches the targets. The data generated will also be beneficial for our partner organisations and for compliance monitoring.

Organisation Chart

- Director ICT
  - Head of Marketing & Advocacy
    - Graphical Designer
    - Marketing & Advocacy Managers
  - Head of IT
    - Software Development
      - Software Engineers
        - Functional Analysts
    - IT Operations
      - Application Managers
        - Systems & Network Manager
  - Head of Data Management
    - Data Manager
    - Data Protection Officer

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We are looking for …

You want to be part of our learning journey?

We offer internship opportunities at our offices in Uganda and Belgium.

Digital Marketeer

- Driving brand awareness and lead generation through all the digital channels, including social media,
- Telecare's own website, email and the new blog.
- Working on search engine optimization.
- Working directly with content creators, you set up the digital content creation.
- Setting a content strategy that includes video as well.
- Establishing a posting schedule for the company's written and visual content.

Network Infrastructure Engineer

- Drawing up technical management procedures, usage, and security procedures of the IT infrastructure.
- Identify failures, incidents and irregularities
- Diagnose and apply corrective actions.
- Setting up support systems for monitoring, security, and management of the IT infrastructure.
- Define and monitor access rights.
- Analyse information system performance and propose measures to improve quality, safety, and productivity.
- Follow and update technical, economic, ... information and regulations.
- Perform maintenance interventions on user infrastructure (remotely).
- Allocation and provision of software and network infrastructure (assignment, reassignment).

Solution Engineer / Application Manager

CRM – Salesforce / LMS – Eloomi
- Technical affinity to further customize the software applications of choice.
- An initial experience in digital products (sales, industrial or technical).
- Strong communication skills for products that require explanation.
- Knowledge of and experience with CRM and MS-Office.
- Ensure that users are trained and that documents are complete, up to date and stored appropriately.
- Monitor the production environment.
- Define and monitor access rights.

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Telecare Partnerships

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About AYINET

- A Ugandan Human Rights NGO working on Peacebuilding, Justice, Youth Leadership development and supporting conflict affected population and post conflict recovery.

- 120+ social workers and counselors joining Telecare as case managers.

www.ayinet.org

led by

Victor Ochen is the Founder and Executive Director of AYINET. Challenged by the hardships of war and poverty, while living in the camps at the age of 13 years, Ochen formed a Peace Club and bravely led the anti-child soldiers' recruitment campaign amidst the war in northern Uganda. He grew up to become one of the most important figures in Africa, a key reference when it comes to struggle for human rights and justice, a product of resilience, a personification of struggle. Forbes Magazines named Ochen in 2015 as one of the 10 most powerful men in Africa, while Archbishop Desmond Tutu attested that "my heart swells with joy to see Ochen as one of the new hope for Africa". He is the first Uganda and the youngest ever African nominated for Nobel Peace Prize 2015. Ochen is the YGL and has received several awards including Elyse Treaty in 2016; Pan-Commonwealth Youth Workers 2015, Mundo Negro Award 2016; all recognizing his service to poor people and his inspirational leadership for peace in Africa. He is the UN Goodwill Ambassador for Peace and Justice promoting SDG Goal16. Mr. Ochen is a member of the Global Advisory Group to the UNHCR on Gender, Forced Displacement and Protection.

About Endelea

- A Belgian Foundation working on digitalization projects, with a multidisciplenary team of hardware and software engineers, graphical and digital marketeers.

- A certified European Salesforce partner in the lead.

www.endelea.org

led by

Ilse Melotte is a valued Senior Executive with over 20 years of experience in the energy and IT industries. Her expertise lies in finance, project management and risk management. She has led major software implementation projects that included process re-engineering and HR transformation tracks as well. In 2014 she founded NrgFin, a SaaS business operating in the energy retail market. In 2020 her business was acquired by ENSEK ltd, a global software company, and during the integration, Ilse was the MD of ENSEK Benelux. Ilse has a passion for digitalisation, to drive change for good, providing transformational products and services that improve companies and individual's day-to-day lives.

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