Technology Manager, CycleTel™, India

Are you passionate about using technology to create social impact? Do you operate well in start-up environments, building new ideas and strategies from scratch? Do you want to be part of a social enterprise that is positioned to change lives in India? This is your chance to join and shape a fast growing, mobile health (mHealth) service at a critical inflection point.

CycleTel™ is our mHealth innovation, developed and tested in India, that is positioned to be the first ever family planning method offered via SMS. No doctors, no visits to the health clinic—CycleTel puts family planning knowledge and use in the hands of couples, on their mobile devices. Based on the Standard Days Method® (SDM) of family planning, our service has the potential to reach millions of women in India who have access to a mobile phone.

CycleTel seeks a Technology Manager to play a leadership role in leading all aspects of CycleTel's technical vision and product development. The candidate will have an exceptional track record in leading teams, designing, developing and scaling new products/services in India with at least 5+ years of software product leadership, ideally with mobile.

CycleTel is an initiative developed and incubated by Georgetown University's Institute for Reproductive Health in Washington, DC. IRH works to reduce unmet need for family planning by increasing fertility awareness and expanding access to family planning methods.

POSITION SUMMARY

The Technology Manager will assume overall responsibilities for developing, improving, monitoring, and troubleshooting the technical system for CycleTel in India and worldwide. The Technology Manager will be responsible for the evolution and enhancement of the CycleTel application to enable successful scale up and work with IRH business stakeholders in India, US and other countries to realize the vision of the CycleTel service and guide its evolution. The Technical Manager will provide integration and support for database management software, assist research team in understanding product performance and consumer trends, support CycleTel's product expansion to additional countries, and participate in the development and integration of CycleTel application with technical partners. The Technical Manager will be part of the CycleTel team in India, and work in close partnership with the two Managing Directors of CycleTel, based in Washington DC and India.

ESSENTIAL FUNCTIONS

- **Manage technical strategy and implementation plan, including identifying areas of improvement and managing technological scale up as CycleTel grows towards over 150,000 users**
  - o Manage negotiation and integration with technology partners including SMS gateways, telecom rentals, hardware systems, software vendors and payment partners.
  - o Manage end-to-end process and relationships, beginning with initial feasibility assessments and continuing through ongoing operational support
  - o Supervise a junior and be responsible for setting development and coding brief for others
  - o Work with a cross-functional team to consistently deliver high-quality end-user experiences
  - o Lead market research and competitor analysis for other technology products in the mHealth field, especially as related to reproductive health and pregnancy planning.

- **Develop, maintain and expand the CycleTel product offering in India and worldwide, ensuring that CycleTel remains a high quality and reliable service**
  - o Develop the CycleTel product with focus on improving user interface and adding customer engagement features
  - o Be responsible for deployment and rolling out the application to support CycleTel's expansion to additional countries

- **Assist research and management team in understanding product performance by developing and managing a business intelligence dashboard and providing real time data on CycleTel**
  - Maintain the business dashboard and integration and support for other database management software
  - Work with IRH business stakeholders in India, US and other countries to understand the vision of the Cycletel service and guide its evolution

QUALIFICATIONS

You are a technology manager, with…
- 5+ years delivery experience on application development project including integration with 3rd party applications
- Experience working with multiple languages and character sets within a system; previous project work translating software projects into Hindi or other non-Latin languages preferred
- Experience including analysis, design, coding, implementation and maintenance of custom-built object-oriented applications including web applications
- Experience in development or support for SMS-based / USSD or interactive messaging applications
- Must be a good communicator capable of participating in telephone and email discussions with CycleTel's integration partners
- Knowledge of test-driven development, unit testing frameworks is a plus
- Familiarity with performance testing tools such as Jmeter and monitoring tools such as Nagios would be a bonus.
- Have experience with application design and development for a variety of platforms, such as iOS, SMS
- Previous experience in 'base of the pyramid' markets, with mhealth services, or with SMS products will be an added benefit
- Understanding of the telecom regulatory framework in India is essential

Our solution uses the following tools, and we are looking for someone with experience in these or similar:
- Python
- Django web development framework
- MySQL
- Linux
- Puppet
- Git
- Jmeter and Nagios

You are experienced in working with products that improve lives and create social impact, with….
- Proven experience working with hard-to-reach markets and "push" products, preferably in health. Proven ability to find innovative ways to overcome barriers that prevent access and use.
- Passion and experience bringing life-changing and life-savings products, services, and information to customers who need them most, at a socially affordable price point.

You are a self-starter and problem-solver, with….
- Ability to work across sectors, forming technical alliances and partnerships for distribution and service delivery.
- Experience working in a start-up environment, executing on technical strategies with limited data and resources. Must be able to think creatively and operate nimbly.
- Integrity, passion, and a positive, motivating attitude.

You are a strong communicator, with…

- Excellent communication skills in English; written/spoken fluency in Hindi required.
- Public relations, interpersonal skills and a deep sense of collegiality.
- Deep understanding of the CycleTel value proposition and ability to convey that to customers and partners.

Your education, professional network, and industry expertise includes…

- B.Tech in Computer Science from reputed college
- A history of engagement with the technical community, particularly in Python or mhealth
- Knowledge of social innovation, mHealth, technology, family planning, and women's health issues a plus.

Location: Delhi, India.
Reports to: Managing Director, India

How to Apply: Please send cover letter and CV to the CycleTel team at charu.chadha.irgh@gmail.com, no later than **Wednesday, July 28th** with the subject line "CycleTel Technical Manager Application". Candidates will be contacted for interviews on a rolling basis. Please apply early.