

JOB DESCRIPTION	
Position	: System Integration and Transformation Lead
Department	: Transformation
Employee Type	: Contract
Revision Date : 10 June 2025	

I. SUMMARY OF ROLE

The **System Integration and Transformation Lead** is accountable to implement the Financial Management, Human Resource and Project Management Information Systems. These three new platforms must not only function effectively as their own, but also seamlessly integrate together as well as into our existing ecosystem. This role will lead this effort, be part of the Transformation Core Team and report to the CEO who is the Transformation Leader.

If this role summary interests you, please read below to see if our business model and corporate culture is right for you.

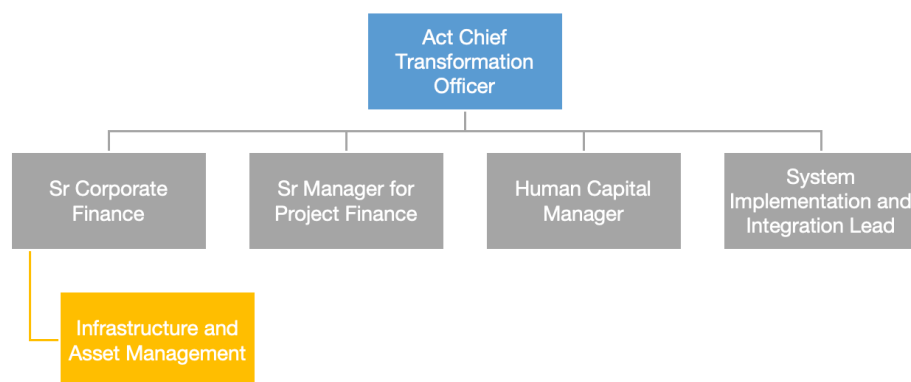
II. CISDI AND OUR CULTURE

CISDI is a full-service Center of Expertise. Our mission is to drive a systemic, evidence-based transformation of Indonesia's and other Country's health systems by integrating research, participatory action, policy influence, and partnership. CISDI is structured into five fully integrated units ranging from healthcare service delivery and innovation advisory and MEL to policy advocacy, knowledge production, behavior change communication, and digital health. During the last 5 years CISDI has tripled in both size and scope. We are positioned to continue this growth trajectory responding to increased client requests and expanding across the health systems value chain. To ensure we operate internally at the same level of excellence we perform for our clients, we embarked on an aggressive organizational wide transformation aligning our internal policies, processes, procedures and systems.

CISDI's corporate culture is our "Super Power". We hire highly intelligent professionals who thrive on challenges and they are given the freedom to express their creativity by solving complex sectoral issues that have not been solved. Our people thrive in a collaborative work environment where ideas are heard and acted upon regardless of level or length of employment. Work-Life balance is not just talk but is embedded into our operating models, policies and procedures. It is who we are.

If what we do and how we operate excites you then please read the details for this highly visible role.

III. ORGANIZATION CHART



IV. POSITION RESPONSIBILITIES

CISDI began an aggressive transformation 9 months ago changing how we conduct and execute work. CISDI operates as a professional services firm and effective resource management is essential to short term success and long term viability. Instead of purchasing a large ERP system that did many things well but few exceptionally well, CISDI decided to purchase three platforms that were best in class for their speciality and could scale easily. This approach requires seamless integration and a large pool of platforms were screened. We selected a SaaS Financial Management platform. A Human Resource platform selection is planned in 3 months and a Project Management platform selection is planned 3 months later.

The Senior System Implementation and Integration Project Lead is accountable to lead a System Integration (SI) Team comprising system development, resource planning, finance & accounting, procurement, human resource and project managers. This team is accountable to lead the system selection, migration, integration, training and implementation of these 3 systems and ensure integration within our existing system ecosystem. The SI team has been operational for over 6 months and has already shortlisted, evaluated and prioritized all three platforms and a finance platform has already been selected. This finance system must be fully operational by 17 December 2025 with the HR platform fully operational by March 31st, 2026 and the Project Management Platform fully operational by June 30th, 2026. These last two system implementation deadlines may be moved up earlier.

V. QUALIFICATIONS

A. Qualifications

- Bachelor's or Master's degree in Information Systems, Computer Science, Engineering, Business Management, Risk Management, Budget Tracking or a related field
- 5 years of experience in system implementation or transformation projects, including both business process analysis and solution delivery
- 4+ years of experience managing cross-functional teams in systems-related projects
- Knowledge in SaaS environments, especially HRIS, FMIS, resource planning, and/or project management systems
- Hands-on experience across the full system implementation lifecycle — from needs assessment, vendor evaluation, configuration/customization, testing, to user adoption
- Proven experience translating business needs into functional and technical requirements
- Prior experience in professional services or consulting sectors is strongly preferred
- Multiple project experiences is strongly preferred
- English verbal and written communication skills is required

B. Competencies (IT DEVELOPMENT NEEDS TO INPUT THESE)

Technical Competencies:

- Strong analytical skills in understanding, documenting, and mapping business processes and workflows
- Ability to create and maintain documents such as BRD (Business Requirements Document), FRD (Functional Requirements Document), user stories, process maps, etc.
- Experience developing system integration roadmaps, including data migration, testing, and roll-out
- Familiar with evaluating APIs, including rate limits, formats, and security protocols
- Understands data governance and privacy standards (e.g., handling sensitive personal or financial data)
- Comfortable using tools such as:
 - Process modeling tools (e.g., Lucidchart, Draw.io, or Visio)
 - Project management platforms (e.g., Jira, Trello, or Asana)
 - Collaboration platforms (e.g., Google Workspace, Notion, Slack)
 - Bonus: Basic SQL or scripting knowledge for data validation or testing
- Proven ability to manage timelines, scope, risks, and stakeholder expectations in technology projects
- Strong facilitation and negotiation skills to align stakeholders with differing needs
- Ability to work independently but also collaborate across teams (business, tech, vendor)
- Strong sense of ownership and accountability
- Adept at simplifying complex concepts for non-technical audiences

Behaviour Competencies:

- High integrity and credibility
- Good risk assessments skills
- Strong judgment and decision-making ability
- Committed to diversity, equity, and inclusion
- Timely, responsive, and organized
- Self-starter with a client-focused mindset
- Executive presence with the ability to communicate confidently with senior stakeholders

VI. JOB DESCRIPTIONS

Responsibility	Activity	Output/Measurement
Coordinating Data Migration	<ul style="list-style-type: none"> ● Coordinate with key stakeholders from three focus teams to schedule and execute their respective data migration activities ● Ensure all master data (e.g., for FMIS, HRIS, and Project Management) is accurate, complete, and submitted on time ● Facilitate coordination meetings with vendors and internal teams to ensure a smooth and timely data migration process ● Document and maintain the Data Migration Plan, including source-target mapping, data validation, and contingency protocols 	<ul style="list-style-type: none"> ● Data Migration Plan ● Data Migration Setup Document ● Master data for FMIS ● Master data for HRIS ● Master data for Project Management
Coordinating System Integration	<ul style="list-style-type: none"> ● Lead coordination meetings with vendors and technical teams to align on system integration strategy and execution ● Identify potential risks and develop mitigation or contingency plans for critical integrations ● Ensure that all selected systems are integrated smoothly, securely, and in compliance with internal standards 	<ul style="list-style-type: none"> ● Technology Integration Plan ● Integration Risk Mitigation Plan ● Contingency & Countermeasure Setup ● System Integration Scenarios (e.g., CAS/HRIS/PM modules)

	<ul style="list-style-type: none"> ● Oversee documentation and tracking of integration scenarios, including business logic, data flow, and fallback mechanisms 	
System Testing and Piloting	<ul style="list-style-type: none"> ● Lead coordination meetings with vendors and internal stakeholders to ensure end-to-end system testing and piloting runs smoothly, with minimal disruptions ● Plan and oversee User Acceptance Testing (UAT), system performance testing, and usability testing ● Conduct penetration testing (pentest) together with vendors to identify and address security vulnerabilities before system go-live ● Document feedback, issues, and improvements gathered during piloting sessions 	<ul style="list-style-type: none"> ● User Test Materials ● Pentest and UAT Scenarios
System Rollout and Implementation	<ul style="list-style-type: none"> ● Develop and document a detailed System Rollout Plan, including rollout phases, communication, and support structure ● Coordinate with relevant teams and vendors to ensure system rollout is smooth, with proper change management in place ● Monitor post-rollout issues and coordinate resolution with technical teams and vendors ● Support user adoption through training materials, onboarding guides, and helpdesk setup ● Define solution management system for software implementation and after go-live 	<ul style="list-style-type: none"> ● System Rollout Plan ● User Onboarding & Support Materials ● Post-rollout Monitoring Checklist ● Change Management Log ● Hyper-care support plan ● SLAs and escalation matrix for resolving issue(s)
Risk Management	<ul style="list-style-type: none"> ● Identify, assess, and mitigate risks throughout the system implementation lifecycle 	<ul style="list-style-type: none"> ● Issues & Risks Register ● Data Security and Recovery Plan

	<ul style="list-style-type: none"> • Ensure all activities comply with CISDI's internal operating procedures and policies • Monitor system, process, or vendor-related changes and implement necessary adjustments to minimize impact 	<ul style="list-style-type: none"> • Risk Analysis Report & Mitigation Plan
<ul style="list-style-type: none"> • Administrative Functions 	<ul style="list-style-type: none"> • Oversee internal administrative tasks related to project and team operations • Monitor vendor compliance with contractual obligations, deliverables, and timelines • Monitor budget utilization and ensure the implementation remains within the allocated budget • Provide regular reports on project status, metrics of success, and administrative health 	<ul style="list-style-type: none"> • Administrative Compliance Checklist • Budget Tracking Report • Status Reports

VII. WORKING RELATIONS

Internal	CISDI is a matrix organization. Link to all departments : https://cisdi.org/en/about-us/cisdi-team
External	Stakeholders, vendors, auditor, consultant, etc.