

Job description

IT MANAGER

(Ref: 23|HQ|ITM01)

BACKGROUND ON IMPACT AND REACH

REACH was born in 2010 as a joint initiative of two International NGOs ([IMPACT Initiatives](#) and [ACTED](#)) and the United Nations Operational Satellite Applications Programme ([UNOSAT](#)). REACH's **purpose** is to promote and facilitate the development of information products that enhance the humanitarian community's decision making and planning capacity for emergency, reconstruction and development contexts. REACH facilitates information management for aid actors through three complementary services: (a) need and situation assessments facilitated by REACH teams; (b) situation analysis using satellite imagery; (c) provision of related database and (web)-mapping facilities and expertise.

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland. The organisation manages several initiatives, including the REACH Initiative. The IMPACT team comprises specialists in data collection, management and analysis and GIS. IMPACT was launched at the initiative of ACTED, an international NGO whose headquarter is based in Paris and is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, enabling IMPACT to benefit from ACTED's operational support in its fields of intervention.

We are currently looking for an Information Technologies (IT) Manager to support our team in Geneva.

Title: IT Manager

Start date: ASAP

Duration: open ended

Location: Geneva - International Environment House II

Job Description
IT Manager

MISSION

Under the supervision of Head of Support, the IT Manager is in charge of the sustainability of the global IT infrastructure at global level as well as of the security of IMPACT’s global and country missions’ information systems.

HIERARCHICAL RELATIONSHIPS

Under the authority of:

- HQ Head of Support

Responsible for managing:

- IT officer (80%)
- IT support officer (25%)

FUNCTIONAL RELATIONSHIPS

Internal:

- Digital Transformation Senior Specialist
- HR, logistics & finance teams
- Country IT focal points
- Head of Compliance and Transparency for data protection related issues

External:

- IT service providers
- IT suppliers
- IMPACT’s hosting partner – IT HQ team

OBJECTIVES

- 1) Ensure IMPACT’s IT systems and networks are protected and maintained up standards at global and country level,
- 2) **Lead on the development of an IT/IS strategy and drive action plans** to ensure the organisation’s security and capacity to mitigate IT/IS related risks
- 3) **Support the maintenance of end point management** of all IMPACT IT related assets, as well as Cloud based infrastructure, and provide **training** to improve internal **IT/IS understanding and capacity**

FUNCTIONS & RESPONSIBILITIES

1. Management and monitoring of IMPACT's global IT infrastructure and network

- Perform IT assessments and formulate recommendations in line with the identified IT/IS needs, resources and priorities;
- Contribute to developing a strategy to achieve the following results:
 - o IMPACT has all the relevant IT infrastructure and network to meet their operational needs;
 - o IT infrastructure and network meet the minimum recommended global IT standards;
 - o Ensure compatibility of said systems with those of hosting partner at country level to ensure IMPACT field teams can have access, and taking into account unreliable connectivity and low bandwidth at times.
- Frame and manage projects and internal or service provider's resources related to the upgrade of the IT infrastructure;
- Create, centralize and consolidate reports from the infrastructure and network;
- Provide level 2 support in conjunction with field teams (users, server, suppliers);

2. Support to Management and monitoring of IMPACT worldwide IT assets

- Contribute to the standardisation of IMPACT IT assets by supporting the logistics team in designing and implementing IT asset standards and support with maintenance
- Ensure compliance of workstations, servers and applications using Endpoint solutions;

3. Collaboration with and support to the field teams (Country focal points)

- Draft and update technical documentation and procedures related to global IT systems for HQ and field based staff;
- Engage with IMPACT's hosting organisation to ensure processes and systems are aligned and compatible
- Provide support and training to field teams throughout IT migration and integration projects;

4. Contribute to change management within the organization

- Ensure new ways of working are communicated and training of IMPACT teams at global and country level;
- Design training materials, tutorials & user manuals for all field IT solutions and systems;
- Contribute to the development a culture of IT security across all departments and field missions;

5. System & innovation monitoring

- Ensure constant system monitoring, raise alerts on any new vulnerabilities and propose solutions;
- Ensure constant technological monitoring and perform active search of innovative solutions and service providers;

QUALIFICATIONS

- IT background and at least 3 year experience in the Microsoft environment;
- Network knowledge: LAN / WLAN / switching / routing / firewall management
- Microsoft Technology Expert: Windows 10&11, Azure Cloud & Microsoft 365, SharePoint Online, Exchange Online, PowerShell, PowerPlatform;
- Knowledge of systems administration: AD, GPO, DC, RBAC, Cloud Azure/o365, Synology NAS, Meraki switches and firewalls;
- Knowledge of system monitoring tools: Microsoft Defender and Intune;
- Ability to write technical and promote official documents and standards;
- Rigorous, autonomous and organised, solution-oriented;
- Fluent English required, fluent French desirable;