act:onaid Job Description and Person Specification

Job Title:	**Information and Technology (IT) Manager – Global Secretariat**		
Cluster:	Resource Mobilisation and Innovation Cluster	**Team:**	Digital and Technology
Grade and Salary:	Grade E	**Contract Type:**	Fixed Terms – 3 Months
Location:	GS London Hub	**Budget Holder:**	Yes No · ■
Reports to: *(incl matrix reporting)*	Head of Digital and Technology		
Direct Reports :	IT Support Officers – Johannesburg and Nairobi hubs		
Matrix Reports:	None (Role requires Managing collaborative professional relationship with corporate systems vendors, IT process outsourcing firms, business systems outsourcing vendors for the GS and Federation)		
Operational Remit:	Global ■ Regional · Country Specific ☐ Global Secretariat ☐		
DBS (CRB) / Police Check:	Yes ■ No ·		

Job Role

Role Overview:	Working with the Head of Digital and Technology, this role has responsibility for managing IT requirements and user support for the ActionAid Global Secretariat including infrastructure, relying on outsourced services where necessary. This includes utilizing your technical expertise to design core infrastructure services with appropriate availability, capacity, performance and security, consulting with key stakeholders to understand infrastructure requirements. The role works closely with country IT staff in our 45-member federation, proactively providing guidance and solving problem areas.

Areas of Responsibilities	Key Activities
1. AAI Values Practice & Strategy Change Priorities	☐ **Leading Innovation and Change** Establish a culture of excellence in respective team that values experimentation and continuous improvement ☐ **Feminist Leadership**: Championing feminist leadership principles and values including commitment to diversity and inclusion (race, gender, power) ☐ **AAI Values Practice:** Ensure personal and team culture that demonstrates all of AAI values including: Mutual Respect, Equity and Justice, Integrity, Solidarity with People Living in Poverty and Exclusion, Courage of Conviction, Independence and Humility

2. Delivery on Strategic Priorities (Directorate/Cluster-specific - maximum 5 KPIs)	**1. People Leadership and Coordination** ☐ Act as a Change Agent for the IT community within the Federation embracing the new ways of working.

	2. Lead on Global Secretariat IT processes and procedures ☐ Develop plan, organise, direct, control and evaluate the operations of all IT infrastructure including IT assets for both local and wide area networks. ☐ Ensure high level of IT continuity plans for core systems are maintained and tested to the agreed standards and frequency. ☐ Manage the Asset Register for all GS owned equipment ☐ Oversee procurement of IT equipment to ensure it meets our requirements, provides value for money, is efficient and promotes standardisation.
	☐ **Monitor and maintain technology to optimum levels (primarily through outsourced suppliers)** ☐ Accountable for the provision of an effective and efficient GS IT help desk ensuring that both internal and external SLAs are met as per business requirements. ☐ Play a leading role in the delivery of high quality IT support and core infrastructure across the Global Secretariat primarily through the use of outsourced providers. In particular ensure there is good access to IT support in each of the main GS geographical locations including Johannesburg, London and Nairobi using local country support and outsourced services where possible ☐ Daily Operational responsibility within Global Secretariat for hardware and software asset management connected to or in use on Wide and Local area networks. ☐ Responsible for operation of GS Cloud services ☐ Daily Operational responsibility within Global Secretariat for communications equipment including video conferencing, telephony (landline and mobile) ☐ Ensure the IT hardware assets of the Global Secretariat are patched to the latest operating system levels at all times, antivirus is maintained, (exceptions to be documented through a risk assessment process). ☐ Build and strengthen relationships with the Systems and

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3. Vendor management

- Maintain excellent relationships with all vendors reporting both under and exceptional performance to the relevant IT Team.
- Perform review meetings ensuring continuous improvement is at the fore front of all Vendor discussions.
- Monitor the vendor spend to ensure the procurement of value for money services.

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4. Other

- The role holder will from time to time be required to carry out any other duties that are within the scope of the job.
- Providing support and guidance on the improvement and use of existing and emerging technologies
- Providing advice on training requirements and process changes to the user environment
- Support to Disaster and Emergency responses
- Women's Leadership and Gender - Committed to Gender issues with a strong focus on women's leadership
- Collaboration - Proactively leverage on cross functional learning, participate (where applicable) in international platforms and cross functional project initiatives within GS
- Accountability - Promoting, practicing and contributing to the continuous improvement of transparency and accountability in the federation in line with the ActionAid Accountability Charter

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Education, Language & Qualifications

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- Degree in computer science or related field
- Excellent verbal and written communication skills in English, ability to inform and engage through written communication.
- ITIL Service Management qualification is desirable
- Basic Project Management qualification is desirable
- Certification in Cisco, Windows OS, SQL, VMware, LAN and or WAN are desirable

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Essential Knowledge, skills and Experience

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- Good experience of working in a multicultural context/environment, engage in social justice activism/advocacy and demonstrate innovative practices
- Substantive and proven experience of core technical skills

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		including hardware and networking
4		☐ Substative experience of working with systems and process analysis ☐ Supplier relationship and contract management ☐ Prooven experience of Project Management skills ☐ Excellent level of IT literacy and proficiency ☐ Good understanding of partnership and governance for IT and non IT ☐ Strong system & data architecture knowledge ☐ Strong stakeholder management skills ☐ Exceptional interpersonal skills to develop effective working relationships quickly with people from many different cultural backgrounds ☐ Experience of financial tracking and budget management ☐ Willingness to travel regularly at short notice
Desirable Knowledge, skills and Experience		☐ Knowledge of the following desirable - Java, .net, C#, CRM, web apps, SharePoint ☐ Agile methodologies

Competency Profile		
Leading Organisation	**Strategic Perspective**	Demonstrate alignment of the Organisation's strategic priorities and goals.
	Change Management	Uses effective strategies to facilitate organisation change initiatives and overcome resistance to change by involving others, listening and building commitment.
	Decisiveness and Agility	Prefers quick and appropriate actions in many management situations, able to adapt and respond to fast changing eco system/environment
Leading Others	**Leading Teams**	Attracts, motivates, and develops high performing teams.
	Building Collaborative Relationships	Builds productive working relationships with co-workers and external parties, whilst valuing diversity (gender, race, culture).
	Communication	Expresses ideas clearly and concisely; disseminates information about decisions and plans proactively.
Leading Self	**Leading with Purpose and Credibility**	Acts in accordance with stated values; has strong commitment to develop, promote and practice AAI's values
	Innovation and Taking Initiative	Takes charge and proactively seeks new ideas, experiments with new processes/practices that capitalizes on opportunities