Job description
IT/IS & DIGITAL TRANSFORMATION MANAGER
(Ref: 24|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) / Information System (IS) & Digital Transformation Manager to support our team in Geneva.

Title: IT/ IS & DT Manager

Start date: ASAP

Duration: open ended

Location: Geneva - International Environment House II

Job Description
IT/IS & DT Manager

MISSION

As part of its steady growth and in line with its organisational priorities, IMPACT has made the decision to implement a digital transition, in line with its global partner ACTED and taking into account the operational partnership in our countries of intervention. This entails a) proposing, designing, implementing, and mainstreaming use of modern software and cloud platforms to enable and improve communication, collaboration and information sharing, and empowering IMPACT staff to perform their duties effectively b) supporting other functions (mostly IT, logistics and procurement) with clear guidance and technical backstopping c) training IMPACT staff in use of the implemented solutions, and advocate for improvements of internal processes leveraging those solutions. All activities are to be implemented in compliance with IMPACT's CoC and guiding policies, and more specifically imperatives related to data protection, data storage and data sharing, also in close alignment/cooperation with ACTED HQ IT teams to ensure developments are compatible, yet potentially owned by IMPACT (as a medium term strategy to ensure gradually independent processes).

Under the supervision of Director of Organisational Development, the IT & IS Manager is in charge of the management of the global IT infrastructure and information systems at global level, the organisational digital transformation efforts as well as of the security of IMPACT's global and country missions' information systems.

HIERARCHICAL RELATIONSHIPS	FUNCTIONAL RELATIONSHIPS
Under the authority of: - Director of OD Responsible for managing: - IT officer (80%) - Digital Transformation Officer - IT support officer (25%)	Internal: - HR, logistics & finance teams - Country IT focal points - Data protection focal points External: - IT suppliers & service providers - IMPACT's hosting partner (joint tenant) – Acted IT HQ team

OBJECTIVES

1) **Develop, oversee, and implementation of IT policies and standards**. Standardisation, professionalisation, and strengthening of IMPACT standards related to IT, to ensure that IMPACT staff have the IT tools they need.
2) **Ensure IMPACT's IT systems and networks are protected and maintained** up to standards at global and country level,
3) **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;
4) **Lead implementation of endpoint management** of all IMPACT IT related assets, as well as Cloud based infrastructure, and provide training to improve internal IT/IS understanding and capacity;
5) **Support all departments to ensure digital transformation of their infrastructures and processes** through proposing, designing, implementing, and mainstreaming use of modern software and cloud platforms to enable and improve communication, collaboration and information sharing, and empowering IMPACT staff to perform their duties effectively.

IT/IS & DT Manager - Job Description

1. IT Management

Responsibilities
- IMPACT hardware strategy: Define the strategy – including standardisation - in line with procurement guidelines and constraints to achieve the following results:
  - IMPACT has all the relevant IT infrastructure and assets to meet their operational needs;
  - IT infrastructure and assets operate securely and at the required performance;
  - Ensure compatibility of said systems with those of hosting partner at country level.
- Laptop Management: Oversee the procurement, deployment, support, and maintenance of laptops for employees. Ensure compliance of workstations, servers and applications using Endpoint solutions; Supervise the activity and process for laptop set up for new recruits and new hardware, including automation, with a focus on IT security.
- User Accounts and Mail Systems: Manage user accounts, email administration, and troubleshoot related issues.
- Network Administration: Monitor and maintain network devices (routers, switches, firewalls) for optimal performance.
- Server Maintenance: Regularly inspect and maintain servers (physical or virtual) to prevent downtime.
- Security Measures: Implement security protocols for hardware assets and network infrastructure.
- Documentation: Maintain accurate records of hardware inventory, configurations, and maintenance activities.
- Vendor Management: Collaborate with hardware and service vendors for procurement, maintenance, repairs, and warranty services.

2. Data and Application Oversight

Responsibilities
- IMPACT's software and platforms strategy
- Platform Integration: Connect, support, and maintain IMPACT-owned platforms beyond core IT infrastructure (e.g., Jira, Power Platform).
- Data Governance and Quality: Establish guidelines for data management, privacy, and compliance.
- Application Management: Oversee Jira instances, Power Platform solutions, and ensure security.
- Reporting and Analytics: Leverage data insights for decision-making.
- Training and Support: Assist users and provide training on data platforms.

3. Digital Transformation/Digital Workplace

Responsibilities
- Process Optimization and Automation: Streamline business processes using technology. Interacts with relevant departments (especially Logistics, HR and programmes) to define requirements. Support departments to identify appropriate digital solution and implement it. Ensures alignment of platforms/websites with the Digital Transformation and IT policies
- Digital Platform Management: Oversee SharePoint-based intranet, Office365- and Jira-based collaboration tools, and user experience.
- Data-Driven Decision Making: Leverage data for insights. 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;
- Security and Compliance: Ensure data security and compliance. Develop a culture of IT security across all departments and field missions;

- Training and Support: Facilitate adoption of new digital workflows. 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 IT solutions and systems (webinars, repository, guidance notes)

QUALIFICATIONS

- **Education:** Bachelor's degree in Information Technology, Business Administration, Computer Science, or a related field.
- **Experience:** At least 3 years of experience in IT management or data management or application administration or digital transformation or process improvement.
- **Skills:**
  - IT background and at least 3 year experience in the Microsoft environment;
  - Microsoft Technology Expert: Windows 10&11, Azure Cloud & Microsoft 365, AD, GPO, DC, SharePoint Online, Exchange Online, PowerShell, PowerPlatform; Relevant certifications such as MS-102, MD-102, PL-300, AZ-104 and SC-300 are an advantage
  - Knowledge of systems administration: Synology NAS, Meraki switches and firewalls;
  - Knowledge of system monitoring tools: Microsoft Defender and Intune;
  - Network knowledge: LAN / WLAN / switching / routing / firewall management
  - Proficiency in Jira administration. Relevant certifications such as ACP-420 and ACP-520 are an advantage.
  - Strong technical proficiency in hardware, networking, and security domains
  - Proficiency in digital workplace tools
  - Strong communication and change management skills
  - Analytical mindset for data-driven decision-making
  - Strong communication and collaboration abilities
  - Ability to troubleshoot complex technical issues
  - Excellent communication and problem-solving skills
  - Ability to write technical and promote official documents and standards;
  - Rigorous, autonomous and organised, solution-oriented;
  - Fluent English required, fluent French desirable;

COMPENSATION AND BENEFITS

- For this position, gross salary between 6'470 CHF and 6'610 CHF monthly (before income tax). NB - IMPACT salaries are strictly determined by our salary grid depending on the grade of the position and the level of education and experience of staff. A contribution to medical insurance of 450 CHF per month is already included in the salary figure.
- Insurance covering professional and non-professional accidents throughout the period of employment with IMPACT
- Health insurance, life insurance and repatriation assistance in case of field visits/temporary deployments
- Applicants must hold a valid work permit for Switzerland or be EU/EFTA citizens
- Up to 40% of remote work on a weekly basis