IT MANAGER

Contract type:	Employee or Contractor
Location:	Hybrid – Horgen, Switzerland and remote
Salary:	CHF 90,000–120,000 pro rata, commensurate with skills and experience.
Level of Effort	Part-time, 50-80%

ABOUT EDUCATION.ORG

Education.org is an independent Swiss foundation dedicated to bringing the best available evidence to education leaders worldwide. Our mission is to improve the learning of every child and young person by helping education leaders – whether in national government ministries or international partners – to access and use the best evidence to guide their policies and plans. We aim to be 'a constructive disruptor', adding value both as a 'knowledge bridge' – connecting the right evidence with the right policy makers – and as a 'knowledge integrator', in making that evidence useful and actionable.

Established in 2019 and with offices in Horgen, Switzerland, and Nairobi, Kenya, we are an international team supported by a visionary co-investor collective and are growing partnerships across governments, agencies, NGOs, universities, businesses and foundations in Africa, Middle East, Europe and North America.

We are seeking a dynamic and innovative IT Manager to provide essential support to a small but distributed international team. Because we rely on technology to facilitate and support collaboration across our global team and to streamline our communication, knowledge management and analytical processes, the IT Manager will be a Microsoft Office power user and play a critical role in furthering our core objectives. The ideal candidate will have a passion for leveraging technology to drive positive social impact and the expertise to support our diverse team's IT needs.

PURPOSE OF THE JOB

The IT Manager will help improve and maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software and hardware in an effective and efficient manner to ensure they support the strategic aims and operational activities of the organisation.

Where expertise allows, the IT Manager will lead the integration of Artificial Intelligence (AI) technologies into Education.org's synthesis and organisational processes, working closely with researchers and data scientists to identify opportunities for automation and efficiency gains.

MAIN ACTIVITIES AND RESPONSIBILITIES

IT Project & Software Portfolio Management

- Manage and maintain Education.org's IT infrastructure to ensure reliability, security and scalability.
- Work closely with our third-party IT services provider in Switzerland, and other vendors and service providers, negotiating contracts and ensuring the quality and cost-effectiveness of their services.
- Develop and manage a maintenance/replacement programme to ensure optimum performance of all hardware, software and security systems throughout the network.
- Contribute to the development of Education.org's knowledge management processes and software for operational, network management, monitoring and evaluation, and record keeping purposes.

IT Support to Organizational Growth

- Lead – with the Head of Communications & Engagement – the development of a new website for Education.org (using WordPress or other platform software) that can fully support the organisation's communication and knowledge translation goals and integrates other business software to improve organisational efficiency.
- Develop and maintain IT policies and procedures to ensure compliance with relevant regulations and industry standards, particularly regarding data privacy and security.
- Contribute to the development of an IT induction programme and software training programme for staff.
- Contribute to the integration of AI technologies into Education.org's evidence synthesis production process with third party support, working closely with researchers and data scientists to identify opportunities for automation and efficiency gains.

IT Systems Support

- Ensure (and where necessary, provide) IT support for Education.org's international team members to deliver timely resolution of technical issues; and provide guidance on best practices for remote collaboration.
- Set and monitor performance and response times; manage out of hours/emergency cover; and provide monthly performance data to senior management.
- Stay informed about advancements in AI and other emerging technologies relevant to Education.org's mission and proactively identify opportunities to leverage them to improve its processes and outcomes.

Finance & Other

- Contribute to Education.org's budget planning processes, and manage the resources associated with the IT Services portfolio effectively and efficiently.
- Maintain an up-to-date asset register of all IT equipment.
- Negotiate and purchase high value IT items.
- Other tasks and responsibilities set by Education.org's senior management.

SPECIFICATIONS

	Essential	Desirable
Qualifications	• A diploma in computer science, information technology, related field, or commensurate work experience.	
Knowledge & Experience	• Three or more years of experience in IT management, with a demonstrable track record of successfully supporting remote teams. • Strong technical expertise in cloud computing, and cybersecurity, with experience managing cloud-based infrastructure. • Experience with managing, maintaining and integrating SaaS packages, especially Microsoft 365.	• Experience in Web design and development; web-based content management systems (WordPress and others); XML and related technologies; HTTP REST architecture and API management • A working knowledge of online and digital publishing communication tools and technologies • Experience in mobile and tablet application development • Experience with AI technologies, such as machine learning, natural language processing, and computer vision, and their application to real-world problems.
Skills & Aptitude	• Proven project management skills, with the ability to prioritize tasks, manage resources, and deliver results on time and within budget. • Time management skills and ability to work flexible hours as needed. • Comprehensive problem-solving skills, ability to work independently under general direction, willing and able to work in a self-directed way. • A flexible and collaborative approach to work. • Solid oral and writing communication skills in English and German.	

HOW TO APPLY

To learn more about Education.org and see examples of our work see: https://education.org/home.

Please email a CV to recruitment@education.org, with 'IT Manager application' in the e-mail address line.

If you would like to discuss the role or the application process, please contact Carmen Crenshaw-Hovey at: carmen@education.org.

Deadline: Please note that we aim to interview preferred candidates between 26-29 March 2024, but reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as soon as possible.

We encourage candidates from diverse backgrounds to apply.