



JOB ADVERTISEMENT

MANAGER, IT

Full-time staff position based in the US with potential travel.

March 2023



Introducing Integrity

Integrity is an ethical consultancy and service provider working in challenging and complex environments around the globe.

We help our clients succeed in fragile and challenging environments while building trust and understanding as the basis for transformative change. We work across all phases of the program and project cycle, delivering eleven complementary services: monitoring, evaluation and learning / data and knowledge management / research, evidence and analysis / advisory / project management / communications / risk management / technical assistance / capability and capacity development / stakeholder engagement / grant and fund management. Our services are underpinned by the principles on which we were founded, a commitment to providing reliable information and evidence, and expert and high-quality delivery.

Headquartered in London and Washington DC, Integrity also has offices in Jordan, Kenya, and Pakistan. Our multi-national team of over 60 deliver multi-year projects, programmes and consulting assignments to a wide range of government clients, international organizations, foundations and private sector clients.

Vision: Integrity sets the international standard for ethically delivered, expert services in complex and challenging contexts. Our work helps create stability, accountability and prosperity.

Mission: Based on evidence and learning, we help clients and communities to build trust and understanding as the basis for transformative change. We do not advocate: we listen, comprehend and recommend.

Commitment: Integrity upholds the highest ethical standards in our service delivery, our employment of staff and our interaction with people. Through adherence to our core values, we ensure not only that our clients receive the best possible service but that we benefit the individuals and communities amongst whom we work.

Further information about Integrity can be found at www.integrityglobal.com.

Scope of Work

Integrity seeks an IT Manager (IT/M) with a range of skills and competencies to support a growing team in Integrity's US Office. The IT/M will support the company's IT infrastructure, compliance, security, cost efficiency and effectiveness. They will also engage in designing, implementing and managing IT project delivery to clients and partners. The IT/M will work closely as part of Integrity's global Data and Knowledge Management (DKM) team and global Operations team.

Terms of Reference

A. Project Delivery Support (50%)

- Provide IT expertise across a range of Integrity's client projects, including client/partner user management across different geographies, Office 365 administration, cloud applications, LAN and wireless network infrastructure, MDM and project IT helpdesk management.
- Deliver and manage project-specific IT equipment assets, procurement and configuration using Microsoft Intune.
- Deliver project-specific software advice (data collection, data analysis, data visualization) and ensure smooth cyber-secure integration with Integrity's IT infrastructure.
- Provide emergency IT project assistance as part of Integrity's IT security incident response team and disaster recovery/business continuity.

B. IT Administration and Support (25%)

- Provide day-to-day management, enhancement, and monitoring of Integrity's IT Infrastructure. This includes Office 365 tenant, Active Directory, Azure Virtual Desktop, AWS, productivity (Office apps, OneDrive, SharePoint, Power Bi) and security/management (Intune, Enterprise Mobility Suite, Advanced Threat Protection, Mobile Device Management, Defender for Endpoint).
- Microsoft and Third-party license audits and asset management, keeping track of license changes.
- Lead IT 'onboarding' process for new staff and consultants, including regular user training, inc. cyber resilience, and producing up-to-date training and guidance materials.
- Support in advancing Integrity's cyber-security and privacy postures, and participate as a member of Integrity's IT incident response team.
- Engage with other teams (Business, Corporate, Services) to propose, justify and deliver suitable new technology and IT service integrations (e.g., accounting systems, resource management tools, data visualization packages).
- Work as part of Integrity's IT 'helpdesk' to support core team across different geographies to resolve technical support issues.
- Identify and deliver cost efficiencies to meet IT infrastructure cost targets and provide value for money.

C. IT Policies, Processes and Compliance (20%)

- Evaluate and propose updates to Integrity's IT policies and processes (e.g., Information Security Policy, MDM policies, compliance policies) and have primary day-to-day responsibility for compliance, including US Section 889, FIPPs and EU GDPR legislation.
- Manage and prepare various monthly reports identifying billable costs to various projects, including project specific billable reports where required.
- Ensure successful processes for managing membership to company systems, resources and communication channels and 'need-to-know' access to project resources.

- Deliver proactive IT security advice to Integrity's project teams to advise on best practices for ensuring secure IT operations in all operating environments / geographies, and articulate best practices in writing and presentations.

D. Management (5%)

- Contribute to the quarterly Data and Knowledge Management Committee.
- Potential support to recruitment and line management/career development for staff and project IT personnel.

E. Learning

- 2% of the IT/M's time will be reserved for professional development and learning activities.

Your Experience and Expertise

It is **essential** you have:

- Minimum 3-5 years' experience in an IT management role, experience implementing ITIL methodologies. Candidates with significantly more experience are encouraged to apply.
- Relevant qualifications in IT (e.g. undergraduate degree in Computing or other relevant subject(s)).
- Demonstrable knowledge administering and supporting IT hardware, Office 365 (inc. SharePoint, Teams, OneDrive, Office apps, power automate), inc. management policy configurations for medium- to large-sized organizations.
- The ability to communicate complex information and influence a range of audiences through compelling written and verbal presentations.
- The ability to work under pressure, to tight deadlines and in complex operating environments.
- A proactive and positive approach as a team player who enjoys helping users.

It is **desirable** that you also have:

- Experience working with US Government documents, and familiarity with Government information management protocols (e.g., sensitivity marking, FIPPs).
- Experience working on USAID / donor-funded projects.
- Cyber security qualification(s).
- Microsoft Office 365 certification: Office 365, Azure, MCSA, MCSE.
- Other certifications: ITIL, AWS.
- Experience managing digital data collection, analysis and visualization packages (e.g., SurveyCTO, Fulcrum, Kobo Toolbox, PowerBI, Tableau, Kumu, NVivo, STATA, SPSS, R Studio, Python).

Languages:

- Written and oral fluency in English, with the ability to write clear and compelling narrative.
- Additional languages beneficial (e.g. French, Arabic, Urdu, Dari/Pashto).

Core Competencies

You should also demonstrate the following core competencies, depending on experience:

Level 1: Team competencies	Level 2-4: Management competencies
<ul style="list-style-type: none">• Ethics• Leadership• Planning and Organising• Development and Continual Learning• Results Focus and Initiative• Teamwork• Customer Orientation• Communication• Managing Change	<ul style="list-style-type: none">• Analytical and Flexible Thinking• Achievement Focus• Managing Resources• Teamwork and Team Leadership• Customer Orientation• Influencing• Organisational Knowledge• Organisational Alignment• Strategic Thinking• Accountability• Developing Talent

Hybrid Working

Integrity is a hybrid work employer offering a flexible working model that supports a blend of in-office and working from home time. Each office has its own flexible working model to meet local needs and demands.

How to Apply

If you are interested in applying for this position, please complete the application form at www.integrityglobal.com/apply and attach a CV and Cover Letter, explaining why you are suitable for and want the role. **Applications submitted without a cover letter will not be considered.**

The closing date for applications is **15th April 2023**. However, we will review candidates on a rolling basis and the vacancy may be filled before this deadline. **We encourage early applications.** Please be advised that only shortlisted applicants will be contacted.

Candidates must have the right to work in the US.

Integrity is an equal opportunities employer. And positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. We will respect your confidentiality and abide by US data protection laws.