International ICT Project Manager

Description

About KINDERNOTHILFE e.V

Kindernothilfe e.V. (KNH) is a non-governmental, non-profit organisation founded in Germany in 1959, with its global head office in Duisburg, North Rhine-Westphalia. KNH partners with local non-governmental organisations and their networks in 33 countries in Africa, Asia, Latin America, and Eastern Europe.

For 60 years, they have been working as a child rights organisation to help support children in need and advocate for their rights worldwide. They empower, protect and give more than 2.1 million girls and boys a voice. They implement all their 609 development cooperation and humanitarian assistance projects through local partners. While anchored in the UN Convention on the Rights of the Child, Kindernothilfe is part of the global ecumenical development collaboration as an international Christian child rights organisation.

About the Role

Kindernothilfe has experienced significant growth in recent years and seeks an individual to help ensure the organisation's continued sustainable expansion. The International ICT Project Manager will be crucial in leading the digitisation process throughout Asia & Eastern Europe, Africa and Latin America. This individual will, in IT-Project oversee Teams with Stakeholders from Asia & Eastern Europe, Africa, and Latin America and maintain ongoing communication with on-site teams in the region and with the IT Department at KNH head office.

Duties and Responsibilities

ICT Development

- Lead the digitisation efforts across Asia & Eastern Europe, Africa and Latin America by establishing robust internal collaboration at all levels within the organisation while ensuring transparency and comprehension of ICT projects among all stakeholders.
- Act as the focal point for IT requirements of non-European partners and organisations within KNH (the person will not perform IT system administration tasks, like procuring and installing software and maintaining hardware).
- Co-create an efficient global communication and coordination structure to support the digitisation process.
- Provide assistance with existing ICT challenges, such as using the internationally provided software.
- Identify current ICT practices in each region, assess key requirements, research technological solutions, present evaluations to stakeholders, manage the implementation process, train personnel, and measure outcomes.
- Handle conflicts arising from different context-specific IT practices.
- Successfully manage a decentralised and diverse team.
- Foster a data-driven and innovative work culture that aligns with Kindernothilfe's values.
- Bring innovative solutions to fit organisational contingencies with quality.
- Foresee ICT architecture challenges that may arise from an expanding international presence and growing organisation.

Expected Achievements

- Familiarisation: the International ICT Project Manager is expected to become familiar with regional regulations, KNH's software and hardware structure, and the programme area from the outset.
- Develop internal network: The International ICT Project Manager should establish a strong local network and build connections with stakeholders worldwide. Wandelwerk, an internal think tank that supports change processes, will be an essential partner in achieving the International ICT Project Manager's objectives.
- User Service & Steering Committees: After commencing the contract, the International ICT Project Manager is expected to establish an efficient and accessible task force to provide user support (Monday, Canto, e-Sponsorship, and Content Collaboration Platforms).
- First survey: within the first month, the International ICT Project Manager should start surveying the IT needs of non-European partners.
- Key projects: once the International ICT Project Manager is familiar with the role, they are expected to clarify and communicate key productsâ?? roadmap and development responsibilities throughout the organisation.

Skills and Experience

- Proficiency in English is required. Fluency in Spanish, German, or Portuguese is considered a plus.
- Sound international experience in leading IT support, administration, and/or strategic planning.
- Experience managing decentralised and culturally diverse teams. A proven track record of conflict management skills is desirable.
- Familiarity with documenting processes thoroughly and maintaining transparency throughout the project lifecycle. Experience with project management tools and methodologies is a plus.
- Exceptional communication skills and ability to effectively collaborate across the organisation, including users, partners, and stakeholders. Experience with stakeholder management and change management processes is a plus.
- Strong capacity to understand different groups' and cultures' needs and requirements regarding IT.
- Experience with non-profit organisations and/or understanding of the specific challenges faced in this segment.
- Willingness and the possibility to travel worldwide 30% of the time are necessary.

Meta Fields