International IT Manager

Description

About Kindernothilfe

Kindernothilfe e.V. (KNH) is a non-governmental, non-profit organisation founded in Germany in 1959. Its global head office is 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.

In Latin America, KNH has a presence in Central America (Guatemala and Honduras), the Caribbean (Haiti), and South America (Brazil, Bolivia, Ecuador and Peru) where there are national KNH offices (with the exception of Peru, which is linked to the Ecuador office). Each office works independently and has direct communication with the global headquarters.

For 60 years, Kindernothilfe has 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 at the IT level. The International IT Manager will be responsible for leading IT change management efforts in Latin America and the Caribbean that respect the regionâ??s particularities while addressing the organisational need for standardisation and data protection. You will work closely with a strong regional team and the global IT structure to propose and implement these changes.

Duties and Responsibilities

IT Development:

- Lead the digitisation efforts across Latin America and the Caribbean offices by establishing robust internal collaboration at all levels within the organisation while ensuring transparency and comprehension of IT projects among all stakeholders.
- Act as the focal point for IT requirements of KNH Latin America and Caribbean partners and stakeholders.
- Co-create an efficient global communication and coordination structure to support the digitisation process in the Americas.
- Assist with existing IT challenges, such as using the internationally provided software and infrastructure.
- Identify current IT practices in each country, assess key requirements, research technological solutions, present evaluations to stakeholders, manage the implementation process, train personnel, and measure outcomes.
- Handle conflicts arising from different country-specific IT practices.
- Successfully manage expectations and engagement of a decentralised and diverse team.
- Foster a data-driven and innovative work culture that aligns with Kindernothilfe's values.
- Foresee IT architecture challenges that may arise from an expanding international presence and growing organisation.

Expected Achievements:

- Familiarisation: Become familiar with regional regulations, KNH's IT strategy (including software and hardware structure) and the programme area from the outset.
- Develop internal network: Establish a strong local network and build connections with stakeholders worldwide.
- User Service & Steering Committees: Establishment of an efficient and accessible task force to support users in case of problems with software and training.
- First survey: Survey the IT needs of Latin American and the Caribbean partners.
- Key projects: Clarify and communicate key productsâ?? roadmap and development responsibilities throughout the organisation.

Skills and Experience

- Proficiency in English and Spanish is required. Fluency in Portuguese or French is considered a plus.
- Sound international experience in leading IT projects and support, administration, and strategic planning.
- Experience working with 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 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. Availability to work with different time zones (Americas, Europe, and Asia).

Meta Fields