# Global Alliance for Improved Nutrition

| Job title: | Technology Manager |
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| Classification: | Grade 6 | Direct reports: | 1 - 5 |
|---|---|---|---|
| Work location | New Delhi, India | Travel required: | 0% |

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the United Nations in 2002 to tackle the human suffering caused by malnutrition. Due to COVID19, conflict in Ukraine and climate change, malnutrition and hunger have worsened significantly since 2019, reversing a decade of progress. There is growing recognition that our food systems need to change if we are to reverse these trends.

GAIN's Strategy aims to transform food systems to make healthier diets from sustainable food systems accessible to all people and especially those whose are most vulnerable to shocks. By 2027, we aim to improve the access of 1.5 billion people to nutritionally enhanced staple foods, improve the access of 25 million people to healthier diets, and support positive food system change in 10 countries. This is bold and complex, and the only way to achieve this is to work together with partners including governments, businesses, and civil society at the country and global level. These goals, and the ways of achieving them, build on our twenty-year legacy of transforming people's lives with improved nutrition through concerted action and effective policy change.

## DESCRIPTION

**Overall purpose**

You will be based in our New Delhi office which includes a significant programmatic team delivering GAIN work on the ground in India ; as well as several global roles. You will not be responsible for the India team's IT support specifically. You can read about some of the work of the India team here : https://www.gainhealth.org/impact/countries/india

Reporting to the Head of IT, as Technology Manager you will be responsible for four main areas:

IT environment and development

- Develop a road map for GAIN's organisational technology – acquisition, development and use - ensuring that our IT environment is well-designed, well-executed and cost-effective and so that it helps deliver our strategy and enhances organisational performance. This includes cloud-based services, physical servers, desktop, database management, intra and extra net, hardware, software and licenses. It does not currently include telecoms. *
- Manage of all GAIN IT/IS systems and maintain list of permitted user applications
- Identify priorities and initiatives, managing the overall investment on IT hardware and software, under the direction of the Head of IT so that costs are identified and managed, and investment achieves the planned outcomes
- Manage the day-to-day relationships with service suppliers to ensure high quality and cost-effective services

Service delivery

- Ensure IT infrastructure across all GAIN offices is effective, reliable, highly available and secure, supporting our operations 24/7 **
- Oversee and regularly review IT Support to ensure that excellent levels of IT Support are maintained
- Work with colleagues – in particular sponsors/owners of our systems - to identify areas for further automation of business processes

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Data protection and security

- Ensure effective IT/IS security, data protection technology, disaster recovery and business continuity capability are in place, tested periodically and evolve to give GAIN appropriate security

Information, training and support

- Develop and deliver training, support and documentation

You will also deputise for the Head of IT as necessary.

In all these areas, you will work collaboratively with the other members of the team to co-create solutions to IT problems and to improve service delivery.

* Our current IT environment is shown in Appendix A.

** GAIN uses an MSP (Managed Service Provider) to triage and resolve 1st to 3rd line IT Support requests along with IT core infrastructure management. This service is based in Geneva. GAIN itself operates in different time-zones, from Washington DC to Jakarta.

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**Tasks and responsibilities**

IT environment and development

- Work closely with staff and managers to understand GAIN's organisational and user technology needs; research, evaluate and propose new technologies and approaches to solving these in a cost-effective way
- Provide support and guidance to GAIN's offices to ensure they have the technology and support they need locally
- Develop, articulate and manage the business plan for investment in hardware and maintenance including a hardware replacement cycle
- Work with the Head of IT and other colleagues on new IT/IS projects to help ensure they are well designed, cost effective, follow good project management discipline and meet user requirements
- Contribute to improvements in our business processes including advancing the use of AI in GAIN

Service delivery

- Develop and manage an overview of all of the IT/IS service providers, specifications, licenses and costs; including negotiating and managing service level agreements and relationships with external service and systems providers, to ensure value for money
- Managing the budgets for these services and applications day to day
- Monitor service delivery to ensure agreed targets and standards are met. Report on KPIs

Data protection and security

- Ensure IT security levels are maintained to a high level, measured against the Cyber Assessment Framework, with regular review and external/independent assessment and PEN testing
- Ensure GAIN's security environment evolves to reflect good practice for comparable organisations
- Work closely with Legal colleagues, ensure global and local data protection governance is in place, understood and adhered to by staff
- Work with the Legal Manager and Head of IT to ensure GAIN is data protection-compliant

- Work closely with the Communications team, ensure that all GAIN managed websites are securely hosted and conform to agreed standards

Information, training and support

- Contribute to developing and delivering high quality staff training to support the IT/IS strategy
- Develop, update, and enforce IT policies and procedures, communicating these effectively and ensuring they are followed consistently
- Ensure a centralised knowledge base repository containing technical documentation, troubleshooting guides, best practices, and user manuals.
- Enable and support good internal communication, with relevant tools and practices.
- Support the HR team People Management system and learning tools (e.g. LMS)

**Key organisational relationships**

- Reports to the Head of IT
- Works as part of the in-house IS/IT Team, line managing one team member; close collaboration across the team is a key feature of working style
- Manage the outsourced IT Support service
- Country Directors and Heads of Operation
- Outsourced suppliers and external consultants
- The GAIN India team
- All GAIN Staff

| JOB REQUIREMENTS |
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**Competencies**

General skills

- Highly developed ability to relate complex IT solutions with business requirements and to articulate this to colleagues
- Strong understanding of the role of an IT/IS business partner and evident ability to deliver on that mode of working, understanding staff requirements, explaining and promoting IS/IT solutions, collaborating with system sponsors/owners, identifying opportunities and solving problems collaboratively, improving business processes, working within INGO budgetary constraints
- Strong project management, written and oral communication skills, including budgeting and financial management
- Strong interpersonal skills, with colleagues and suppliers, able to motivate and persuade, ability to coach and train non-technical colleagues
- Willingness to be hands-on

Technical skills

- IT Project Management, delivery and deployment experience in multiple IT disciplines (e.g. software development, network infrastructure, business system architecture).
- Strong understanding of business systems, applications and technical infrastructure including operating systems, databases, intranets, IP networks and security.
- Experience with Microsoft business applications (including Microsoft Dynamics NAV and the MS Office Suite), Salesforce, Tableau, MuleSoft, Snowflake, Server and cloud technologies and platforms (including Microsoft SharePoint, SQL, and Exchange Servers).
- Ability to document systems and developments, to a high standard, for specialist and general users

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- Working knowledge of AI for business processes

**Experience**

- Experience of sustained management in an IT environment in a comparable organisation (size, international presence) with evidence that this has enhanced organisational performance. This will probably be in an INGO but maybe in the private sector
- Experience of external contracting, including negotiation and SLAs
- Experience in all phases of IT solution delivery and lifecycle including proposition, definition, design, development, testing, deployment, maintenance and retirement.
- Significant experience in a similar role with demonstrable track record of successful impact

**Education**

- Underpinned by a degree-level qualification in Computer Science and Technology or other relevant qualifications
- Probably also a Masters-level qualification in a relevant area e.g. Business Systems, MBA
- Relevant technical Microsoft certifications e.g. MCSE, MCSD, MCSA, or relevant role-based training and certifications
- Certifications and training in AI, Salesforce, Tableau, DocuSign, Adobe, Sage People and VENA are advantageous.

**Other requirements**

- Fluency in English is essential
- Business level spoken and written French is desirable.
- Comfortable to travel in Europe, Africa and SE Asia

**WHAT GAIN OFFERS**

- A competitive renumeration package
- Flexible working hours through hybrid working opportunities
- Friendly working environment
- Professional development opportunities
- The chance to make a lasting contribution to reducing global malnutrition

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**APPENDIX A**

**IT ENVIRONMENT**

| Software / Platform | Name / Tool | Usage |
|---|---|---|
| Salesforce | PRISM | CRM for all Project, Programme, Pipeline, Donor & Partner information |
| | Tableau | Data analytics and visualisation |
| | DocuSign CLM (Contract Lifecycle Management) | Contract Management & Approvals system |
| Microsoft Office 365 | SharePoint | Intranet - Organisation, Office & Team Information & Document Management |
| | | Travel Approval System – Built using Microsoft Power Apps |
| | | Electronic Hiring Form (Recruitment) – Build using Microsoft Power Apps |
| | | Internal forms with associated workflow |
| | | Document storage for PRISM |
| | Teams | Team collaboration & communication channel |
| | | Video calling & chat |
| | Engage | Internal communication |
| | Office365 Applications | Word, Excel, etc. |
| | OneDrive | Personal file storage |
| | PowerApps & Power Automate | Automation and approvals |
| Microsoft Navision (on-premises) | Sylogist Mission | Financial Management System |
| | | Procurement |
| VENA | N/A | Financial planning and forecasting |
| Sage People | N/A | Employee Management |
| | | Absence & leave |
| | | Performance & Appraisal |

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| Harbour | N/A | Recruitment tool. CV & Job Posting management. |
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| SurveyMonkey | N/A | Surveys and anonymous posts |
| Drop-Box | N/A | External File sharing (not widely used) |
| Mimecast | N/A | Email protection, filter, archive & large file send |
| Adobe | Creative Cloud – All Apps | Used by colleagues in the Communications Team |
| STATA | N/A | Used by Knowledge Leadership team for data analysis |
| Workday | Adaptive Planning | Staff allocation planning tool |
| DeskBird | N/A | Desk and room booking |
| Zoom | N/A | External Webinar |
| KnowBe4 | N/A | Cybersecurity User Awareness training |