



Save the Children
救 助 兒 童 會

ROLE SPECIFICATION

For the position of **IT SYSTEMS MANAGER**

With Save the Children HONG KONG

WHO WE ARE

Save the Children is the world's leading independent organization for children. We believe every child deserves a future. In Hong Kong and around the world, we give children a healthy start in life, the opportunity to learn and protection from harm. We do whatever it takes for children, every day and in times of crisis, transforming their lives and the future we share.

Building on our 100 years' experience of bringing communities, civil society, governments, businesses and donors together, Save the Children ensures children's unique needs are met and their voices are heard. We deliver lasting results for millions of children, including those hardest to reach.

Save the Children Hong Kong is part of the Save the Children global movement, which is made up of 30 member organisations, operating in around 120 countries.

Are you passionate about helping children in Hong Kong and around the world? Join us in inspiring breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives!

IT SYSTEMS MANAGER

SCOPE OF ROLE

This is an exciting role responsible for the key scopes of:

- Drive and execute the various IT projects and working closely with service providers, people resources, and relevant policy implementation
- Manage technical support on MS Windows platform, CRM system implementation and enhancement and remote access for agile work model
- Enforce infrastructure and cyber security measures for operational efficiency and data security and protection
- Handle IT daily operations and projects based on business needs and organization's strategic plan and roadmap

The objective of this position is optimize IT operational efficiency to improve our organization's service satisfaction and provide an efficient, secured and safe IT environment.

Reports to: Senior Finance Manager

SKILLS AND BEHAVIOURS (our Values in Practice)

Accountability:

- Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values.
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

Ambition:

- Sets ambitious and challenging goals for themselves (and their team), takes responsibility for their own personal development and encourages others to do the same.
- Widely shares their personal vision for Save the Children, engages and motivates others.
- Future orientated, thinks strategically.

Collaboration:

- Builds and maintains effective relationships, with their team, colleagues, members and external partners and supporters.
- Values diversity, sees it as a source of competitive strength.
- Approachable, good listener, easy to talk to.

Creativity:

- Develops and encourages new and innovative solutions
- Willing to take disciplined risks

Integrity:

- Honest, encourages openness and transparency

KEY AREAS OF ACCOUNTABILITY:

- Review and provide suggestions/solutions in IT security controls to safeguard the programs and data, and develop IT control documents

- Review and lead the execution of IT operations and support activities related to the website, hosting and network environments, cloud, data storage and infrastructure systems
- Lead project planning, manage progress, conduct review and oversee documentation to ensure project timeline and deadlines are met
- Identify and address application problems, and able to remediate in the most efficient and effective way with minimal interruption to operations
- Coordinate with and manage IT service provider to obtain clarity on technical requirements and system design and manage contracts sign-off
- Utilize technical expertise to meet user requirement analysis, project implementation, progress monitoring and documentation, as well as to ensure all system components are performing at maximized capacity
- Manage CRM system upgrade and payment gateway integration, and identify, analyze system requirements and propose solutions

QUALIFICATIONS

- University graduate major in marketing, business administration or related disciplines

SKILLS AND EXPERIENCE

- At least 5 years working experience in managing system integration project, business analysis and project management
- Strong experience in CRM system implementation and operation, sound knowledge in Salesforce is preferred
- Familiar with NGO environment is an added advantage
- Good at managing and maintaining relationships tactfully and positively with vendors and key project stakeholders
- Able to solve problems resourcefully and efficiently, strong in multitasking, hold a “can-do” attitude to challenges and change
- A confident and assertive communicator able to inspire and lead to achieve outcome, and a good team player enjoy team collaboration
- Self-motivated, independent, strong commitment to quality
- Fluency of both written and spoken Chinese (Cantonese) and English

COMPETENCY FRAMEWORK

Leading:

- Leading and inspiring others
- Delivering results
- Developing self and others

Thinking:

- Problem solving and decision making
- Innovating and Adapting
- Applying technical and professional expertise

Engaging:

- Working effectively with others
- Communicating with impact
- Networking

APPOINTMENT TERMS

This post is on a full time basis.

Don't miss the opportunity to have career success and fulfilment while you deliver change for children to attain the right to survival, protection, development and participation.

We need to keep children safe so our selection process, which includes background checks, reflects our commitment to the protection of children from abuse. Candidates at the final stage of recruitment process may be requested to undergo Sexual Conviction Record Check by the Hong Kong Police. If you refuse to undergo the check, we have the right not to consider your application.

Interested parties please send full resume, including your current & expect salary and date of availability to hkcareers@savethechildren.org. Personal data collected will be used for recruitment purpose only.