|  |  |
| --- | --- |
| **ROLE PROFILE: Global Technology Officer (LAC)** |  |
| Position Title:  | Global Technology Officer (LAC)  |
| Position ID: | NEW0000516 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Team** | IT Global Operations | **Grade** | P1 |
| **Reports To (Title)** | Centre Technology Lead/Manager | **Contract Length** | Permanent |
| **Location** | LAC – Preferred Colombia, other existing SCI office location in the LAC Region may be considered. | **Time-zone** | LAC Region Time Zones (UTC/GMT -3.5 hours or more) |
| **Languages** | Spanish, English | **Headcount** | 1 |

|  |
| --- |
| **Team and Job Purpose** |
| **Team purpose**To provide technical support for Centre staff across the globe**Role purpose**As a member of the Centre Technology support team, the role holder will be responsible to deliver core user focused IT services to Centre staff globally. |

|  |
| --- |
| **Principal Accountabilities** |
| * Provide comprehensive end-user support to Global Centre staff working outside the London office, ensuring the effective operation of laptops, mobile devices, applications, and productivity tools.
* Establish and manage strong networked relationships between country offices and Global IT teams, fostering collaboration and partnerships.
* Ensure the secure and efficient delivery of IT services across country offices and technology hubs, adhering to IT controls as defined in the Country Office Operating Model.
* Support country office IT staff by providing guidance, tools, and resources necessary to uphold IT standards and resolve common issues.
 |

|  |
| --- |
| **Budget** |
| None |

|  |
| --- |
| **People Management Responsibility** (direct/indirect reports) |
| Number of people managed in total: NoneManager of a team: NoTeam Manager (manager of multiple teams): No |

|  |
| --- |
| **Size of Remit** |
| Global |

|  |
| --- |
| **Travel Requirements** |
| International travel required: YesPercentage of required for travel: 5% |

|  |
| --- |
| **Key Relationships** |
| **Internal** (excluding direct team and manager)• Asia, ESA, LAC, MENAEE & WCA Heads of Business & Technology Solutions• Global Enterprise Technology Team• Global Application Services Team• Information Security Team**External**• Members• Core Technology Vendors |

|  |
| --- |
| **Competencies** |
| * Cluster: LeadingCompetency: Leading and inspiring othersLevel: AccomplishedBehavioural Indicator: Takes a flexible and positive leadership style adapting to a given situation or to the needs of the team.
* Cluster: ThinkingCompetency: Problem-solving and decision-makingLevel: AccomplishedBehavioural Indicator: Takes effective considered and timely decisions by gathering and evaluating relevant information from within or outside the organisation .
* Cluster: ThinkingCompetency: Applying technical and professional expertiseLevel: AccomplishedBehavioural Indicator: Shares knowledge and best practice on technical solutions so that others can make best use of that expertise .
* Cluster: EngagingCompetency: Working effectively with othersLevel: AccomplishedBehavioural Indicator: Breaks down silo working and challenges behaviours that are not collaborative .
* Cluster: EngagingCompetency: NetworkingLevel: AccomplishedBehavioural Indicator: Participates effectively in sensitive, complex, and/or high-impact relationships and networks.
 |

|  |
| --- |
| **Experience and Skills** |
| 1. Experience in providing end-user IT support, including troubleshooting hardware and software issues with strong knowledge and experience of Windows operating systems, Microsoft Office 365; including Teams, SharePoint, and OneDrive.
2. Strong problem-solving and troubleshooting abilities with a focus on user satisfaction delivered with empathy and patience in understanding and addressing user concerns.
3. Excellent communication skills, both written and verbal, for effective collaboration with diverse teams and customers.
4. Experience in managing user accounts and permissions in a Windows Active Directory and Azure environments.
5. Experience of current IT Service Management methodologies such as ITIL processes, ideally with certifications in ITIL and Microsoft technologies.
6. Ability to work independently and manage time effectively while handling multiple priorities.
7. Experience in developing and documenting IT processes and standard operating procedures.
8. Experience of secure and efficient delivery of IT services across country offices and technology hubs, adhering to IT controls as defined in the Country Office Operating Model.
 |

|  |
| --- |
| **Education and Qualifications** |
| **Essential*** Bachelor's Degree in Computer Science, Information Technology, or a related field: Equivalent experience may be considered in lieu of formal educational qualifications.

**Desirable*** Relevant Certifications (optional but preferred): Certifications such as CompTIA A+, Microsoft Certified Professional (MCP), or ITIL Foundation can be advantageous for the candidate
 |

|  |
| --- |
| **Safeguarding** |
| We need to keep children and adults safe so our selection process includes rigorous background checks and reflects our commitment to the protection of children and adults from abuse.Level 2: either the post holder will have access to personal data about children and/or young people as part of their work; or the post holder will be working in a ‘regulated’ position (accountant, barrister, solicitor, legal executive); therefore a police check will be required (at ‘standard’ level in the UK or equivalent in other countries). |

|  |
| --- |
| **Diversity, Equity and Inclusion and Equal Opportunities**  |
| Diversity, Equity and Inclusion is core to our vision, values and global strategy. Save the Children is committed to creating a truly diverse, equitable and inclusive organisation, and one which will support us in our vision to ensure every child attains the right to survival, protection, development, and participation.   We are committed to equal employment opportunities, regardless of gender, sexual orientation, race, colour, ethnic origin, nationality, disability, marital or civil partnership status, gender reassignment, pregnancy and maternity, caring or parental responsibilities, age, or beliefs and religion. We are committed to diversifying our staff to better represent the communities we serve and actively welcome underrepresented groups to apply.  Reasonable adjustments will be made should any candidate invited to interview require this.     |

|  |
| --- |
| **Version Control and Approval** |
| Version | Date | Author | Reviewer | Approver |
| 1 |  | Gerry Waterfield |  | Julian McGovern |