Job Description

Title: Director, Information Systems
Department: Information Systems
Reports to: Vice President, Finance
Status: Full-time
FLSA Status: Exempt
Grade: 6 ($105,000 - $150,000 Annually)
Location: Denver, Colorado Note: some remote work permitted but in-office presence is required due to the collaborative nature of this position

iDE is a non-government organization dedicated to empowering entrepreneurs to end poverty. Headquartered in Denver, Colorado, our global work within agriculture, sanitation, and gender equality, stands out in the international development sector because we don't simply hand out money or supplies. Instead, we believe in powering small-scale entrepreneurs and building robust market ecosystems that are financially competitive, resilient to changing climates, and inclusive of marginalized people. Given access to simple technology, market links and microfinance, iDE has demonstrated that entrepreneurs can lift themselves out of poverty and become change agents in their communities. Founded in 1982, and with operations in 10 developing countries, iDE has made an impact in the lives of more than 38 million people, providing access to markets, boosting incomes and improving wellbeing. By listening to every stakeholder—producers, suppliers, retailers and customers—iDE designs programs that overcome critical bottlenecks and develop lasting solutions. We employ over 1,000 staff globally, 96 percent of whom are nationals or field based. Our 2022 budget of $38.5 million includes funding from nearly 40 institutional donors, including USAID, SIDA, GAC, UNICEF, DFAT, MFAT, EU, and SDC.

Key Responsibilities/Tasks

SUMMARY: iDE is a people-first, data-driven organization. Our effectiveness is tied to how well our information is put to use in disciplined systems and processes. Proper systems grant visibility to track progress of all components of the organization, opening up new capabilities to make iDE more effective, innovative, and transformative. The Director of information systems is responsible for collaborating with stakeholders to lead the design, development and implementation of iDE's information systems and software applications. The Director will also provide oversight for cybersecurity and IT support. The Director will initiate and manage IT plans, schedules, policies and programs for iDE's data processing, network communications, business operations, computer services and management information systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Identify and prioritize cross-cutting information system needs, defining requirements, evaluating options and supporting implementation of solutions;
- Grow and maintain Salesforce and Netsuite as the primary system of records and analysis for iDE, directing governance and maintenance of the platforms;
- Collaborate with iDE leaders to develop requirements and support implementation of information systems roadmap to extend additional capabilities to support a global HRIS solution and knowledge management;
- Promote use of existing core platforms to reduce cost and complexity while increasing adoption, return on investment and fostering staff development;

- Critically assess new tools and systems, harmonize use of existing tools and conversation forum – seek broad solutions to serve the global organization rather than proliferation of "one off" solutions that may be preferred by a handful of users;

- Direct the planning, organization, and implementation of procedures for IT security to minimize cybersecurity risk – utilizing outsourced service providers whenever possible;

- Ensure that IT policies are clearly communicated and enforced throughout iDE to ensure the highest possible integrity and compliance with policy which ultimately sustains ability to provide safe and secure end-user support;

- Provide oversight for tactical IT support including provisioning of end user devices (primarily laptops). This includes on-boarding for new staff, providing required access and off-boarding as staff leave the organization – securing return of end-user devices and removing access to systems on a timely basis;

- Set standards for IT tactical support across iDE to achieve the best possible end-user experience for our iDE team all around the world including locations that may not have a dedicated full-time IT staff resource;

- Protect iDE assets by implementing disaster recovery and back-up procedures and information security and control structures.

- Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action for Information Technology.

GENERAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Degree in Computer Science, Cybersecurity or other related field or comparable experience required. MBA in information systems preferred.

- Minimum of 10 years' professional experience in information systems. Experience supporting a growing, international non-profit organization (multiple languages and cultures) strongly preferred.

- Minimum of 5 years of management, direct supervisory experience and team mentoring experience.

- Strong knowledge of IT management principles including a thirst for innovative technological solutions that can better serve iDE's team and our clients.

- Intermediate proficiency with industry-standard database software and query languages, with a particular emphasis on Salesforce, including Apex coding and SOQL;

- Advanced proficiency with mobile data collection software and systems, especially ODK-based software, with a particular emphasis on / preference for prior experience with the TaroWorks platform for field data collection;

- Experience in system organization within a multi-country environment including naming convention design for both proper identification of systems as well as scoped administration processes.

- Google Workspace administration experience.

- Familiarity with Microsoft hyper virtualization, server technologies and active directory.

- Fortinet and Aerohive experience a plus.

- Empathy for users operating in very data-limited environments in terms of network access, technology and technical know-how;

- Ability to systematically break down complex problems, complete an assessment of options and propose the optimal situation.
- Proficient in collecting and analyzing business requirements in order to maximize return on investments in software.
- Ability to manage multiple competing priorities and set clear, reasonable objectives for staff to ensure a positive and highly productive work environment. This includes the ability to keep iDE leaders apprised of any potential risks to established deadlines and priorities and to continuously seek solutions to independently mitigate those risks.
- Experienced in balancing between being highly supportive while also needing to occasionally push back on unreasonable requests that may create risks to the organization or to clearly agreed priorities.
- Competent at working with teams and staff/contacts that may be in different locations, eg: headquarters staff, local office staff and regionally based staff.
- Ability to work with minimum supervision and in a multicultural setting.

Diversity Statement:
iDE takes pride in our talented and diverse workforce. Minorities, women, and individuals with disabilities are encouraged to apply. Hiring, promotion, and compensation of employees are conducted without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.

To apply, please submit your most recent CV and cover letter via Workable:
https://apply.workable.com/ide-global/j/98E8BD2BB9/