

# Deputy Director of Technology

## Position Summary

The Deputy Director of Technology is responsible for overseeing the smooth and secure operation of IPA's technology infrastructure, systems, and services across Country offices. This role collaborates with global and regional stakeholders to develop and implement technology strategies, policies, and projects that align with business needs and drive operational excellence. The Deputy Director of Technology ensures the delivery of reliable and secure technology solutions, manages technology staff and vendors, and maintains strong relationships with key stakeholders to support IPA's mission.

## Responsibilities

### 35% Security and Operations

- Lead the management of the IT operations in the country offices, including information security policy and operations, user support, infrastructure, asset management, business continuity, identity services, communications, networks, and connectivity to defined standards and metrics.
- Lead security operations including event response, policy implementation, anti-malware implementation, device operations, network operations, intrusion detection, and staff training.
- Manage both in-house and managed service partner-provided support operations.
- Drive operational excellence through ITSM best practices using the ITIL framework.
- Manage IPA cloud infrastructure on Azure and AWS
- Manage reporting of technology operations to regional and global stakeholders
- Ensure service level agreements (SLAs) with external service providers are clearly defined, monitored, and met.

- Manage budget allocations for infrastructure and security systems and operations

### **35% Technology and Information Management Strategy, Architecture and Planning**

- Work with the technology team, regional Country Directors, and other stakeholders to understand and document regional and country business needs and available staff and financial resources.
- Maintain knowledge of evolving technology trends and potential relevance to IPA's mission and operations
- Partner with Senior Director to develop global, regional, and country-level technology strategies, architecture covering infrastructure, security, information systems, data, governance, project management, and change management.
- Lead the maintenance and delivery of the technology services catalogue

### **20% Policy, Documentation, and Technology Project Delivery**

- Participate in the development of global technology policies.
- Lead in the development of global infrastructure and security policies.
- Drive and track staff compliance with technology policies.
- Define and maintain current, accurate, and relevant country, regional, and global technology documentation.
- Develop, implement, review, and enhance new IT procedures and processes

### **10% Management**

- Providing guidance and support to junior IT staff members - the Deputy Director helps them develop their skills and advance their careers within the organization.
- Provide mentorship and learning opportunities for non-technology staff.

- Manage regional, country, and global infrastructure and helpdesk staff.
- Develop and maintain relationships and communication with key stakeholders in global and country operations

## Qualifications

### Required

- 8+ years of progressive technology experience
- 3+ years of progressive technology management experience overseeing infrastructure, security, user services.
- 2+ years of experience implementing and supporting cloud technology infrastructure systems including servers, networks, data.
- 2+ years of experience providing administration and support for enterprise-level systems with substantial numbers of users across global time zones.
- Experience managing technology vendors including research, selection, contracting, and establishing and monitoring service level standards.
- Experience designing and implementing information security policy and operations.
- Experience with user device management.
- Bachelor's degree or equivalent experience
- Excellent communication and judgement skills
- Strong analytical and problem-solving skills.
- Proven ability to work both independently and in a dynamic, cross-functional team structure.
- Strong people and leadership skills

### Preferred

- 2+ years of work experience in an international NGO strongly preferred.
- Information security certifications such as CISSP, CISA, CISM strongly preferred.
- Azure or AWS infrastructure certifications

- Experience with networking and communications technologies for an international NGO.
- Direct experience supporting delivery of the following enterprise systems: Financial, Grants, Data/Indicator, HRIS, Business Intelligence, Data Warehouse/Business Analytics and/or CRM applications.
- Experience with Agile project management.

## Reports to

Senior Director, Technology

## Deadline to Apply

May 31, 2024

## Location

Anywhere within the U.S. where our IPA offices are located or registered (AZ, CA, CT, DC, FL, GA, IA, IL, MA, MD, MN, NC, NJ, NY, PA, TX, VA, WA, WV)

## Compensation Details

IPA's compensation structure is designed based on the labor market for the specific geographic location where the employee is located. We are offering the following salary ranges for this position:

- Deputy Director is classified as "D1" on IPA's global job structure.
- For US-based employees, the starting annual gross salary is \$100,000 with a maximum of \$120,000
- The salary for locations outside of the US will vary depending on IPA's salary scale ranges for that specific location.

Actual base salary may vary based upon, but not limited to, relevant experience, base salary of internal peers, business sector, and geographic location.

## Application Instructions

[Click here](#) to apply now.

## About IPA

Innovations for Poverty Action (IPA) is a research and policy nonprofit that discovers and promotes effective solutions to global poverty problems. IPA brings together researchers and decision-makers to design, rigorously evaluate, and refine these solutions and their applications, ensuring that the evidence created is used to improve the lives of the world's

poor. In recent decades, trillions of dollars have been spent on programs designed to reduce global poverty, but clear evidence of which programs succeed is rare, and when evidence does exist, decision-makers often do not know about it. IPA exists to bring together leading researchers and these decision-makers to ensure that the evidence we create leads to a tangible impact on the world. Since its founding in 2002, IPA has worked with over 600 leading academics to conduct over 900 evaluations in 52 countries. This research has informed hundreds of successful programs that now impact millions of individuals worldwide.

## **IPA's Commitment to Diversity, Equity, & Inclusion (DEI)**

As an organization, IPA is dedicated to improving the lives of the world's most vulnerable populations through evidence and policy. We also recognize how important it is for our staff to reflect the diversity of the places where we work and the communities we work with. As such, IPA is committed to hiring from a diverse pool of candidates, from a range of backgrounds, beliefs, experiences, and perspectives. We know that this makes our work stronger and more responsive to the challenges faced by those we work with and for and we encourage people from historically underrepresented groups to apply. Click [here](#) to learn more about IPA's commitment to diversity, equity, and inclusion.

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Innovations for Poverty Action is an affirmative action-equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, or any other protected class. IPA will endeavor to make a reasonable accommodation to a qualified applicant with a disability unless the accommodation would impose an undue hardship on the operation of our business. If you believe you require such assistance to complete this form or to participate in an interview, please contact us at [jobs@poverty-action.org](mailto:jobs@poverty-action.org) or via phone at 1-202-386-6200. The above statements are intended to describe the general nature and level of the work to be performed by the specified position. The statements are not intended to be an exhaustive list of all possible duties, tasks, and responsibilities. Management reserves the right to amend and change responsibilities to meet organizational needs as necessary. Please note that IPA will never request any form of payment from an applicant. Applicants are encouraged to confirm the information listed above with IPA prior to releasing any extensive personal information to the organization. Please direct questions to [jobs@poverty-action.org](mailto:jobs@poverty-action.org). Please note that only qualified applicants will be contacted by the hiring manager.