**Global IT Operations Manager**

**Apply Now**

Company: WaterAid

Location: Pakistan

Category: other-general

**Job Description**

**Global IT Operations Manager**

**Contract type** Permanent, Full Time, Hybrid

**Location** The role will be based in the **UK or one of the following countries** where WaterAid works **Sweden, South Africa, Kenya, Pakistan or Nigeria** , subject to right-to-work eligibility in the respective countries.

**For the UK Location, we offer hybrid working** : A minimum of 40% of working time is spent face-to-face, in a WaterAid office. For UK-based staff, WaterAid is located at Canary Wharf, London and this will be your location and contract base.

**Salary & Benefits:** Salaries and benefits for different countries will vary in line with the location of the successful candidate and depending on experience. See further details below Role-based in

UK, Grade 3: £48, - 50, GBP with benefits

Sweden, Grade D: 37, - 47, SEK per month with benefits

South Africa, Grade F: , - , ZAR per annum with benefits

Nigeria, Grade F: 16,,- 20,, NGN per annum with benefits

Pakistan, Grade F: 3,, - 7,, PKR per annum with benefits

Kenya: competitive salary package with benefits

**About WaterAid:**

Want to use your skills in IT Service management to play a vital role in making clean water, decent toilets and good hygiene normal for everyone everywhere?
We need passionate, creative and dedicated people. In return, you will be encouraged and empowered to be yourself at your very best. Together, we will make a bigger difference. Join WaterAid as Global IT Operations Manager to change normal for millions of people so they can unlock their potential, break free from poverty and change their lives for good.

**About the Team:**

The WaterAid IT team is customer-facing with a remit for front-line service operations, cyber security, technology change and project delivery, in addition to the development and support of IT infrastructure and application services running across our global organisation. The team also has direct responsibility for + staff working in the UK and provides services and support for WaterAid staff across 20+ countries.

**About the Role:**

Manage a team of IT professionals, providing guidance, performance feedback, and professional development opportunities whilst creating a sense of teamwork by pulling together colleagues with differing skillsets and expertise.

Implement processes for tracking procurement, deployment, maintenance, and retirement of all IT assets including hardware, software, and licenses. This will require collaboration with our managed service provider.

Act as the ITSM tool global administrator, assisting country program offices with maintenance, support, access, development of processes & training.

Develop, update, and enforce IT policies and procedures in alignment with industry standards and organisational goals.

Manage the IT departments hub on the internal intranet platform, ensuring that it provides up-to-date information, news, and resources to employees.

Oversee the transition of completed IT projects from the internal IT operations team, with potential collaboration from 3rd parties to the MSP service delivery team.

Collaborate with the finance department to code, integrate, and maintain IT-related financial transactions in the organisation's financial systems ensuring accurate allocation of costs, budgets, and expenses related to IT operations.

Provide oversight and leadership to the Global IT Operations team to ensure a high-quality service is delivered that meets the needs of the stakeholders.

Establish and maintain a centralised knowledge base repository containing technical documentation, troubleshooting guides, best practices, and user manuals.

Ensure that IT policies are communicated effectively to all relevant stakeholders and are consistently followed.

Evaluate and implement automation tools and technologies to streamline repetitive tasks, improve efficiency, and reduce human error.

Develop technical relationships with key suppliers and business partners.

Ensure that project handover agreements are clearly defined, detailing responsibilities, documentation, support processes, and timelines.

Develop and manage the IT operations budget, identifying cost-saving opportunities without compromising service quality.

Organise the establishment and configuring of training resources for global IT staff as required.

**About You:**

Proven experience in IT Service Management.

Effective leadership and team management skills to coordinate cross-functional teams and drive collaboration.

Demonstrate a deep understanding of ITIL framework and practices to ensure effective IT operations.

Experience of working in technical teams delivering complex solutions.

Strong interpersonal, negotiation and influencing skills and experience of liaising with senior stakeholders to deliver activities.

Strong analytical and problem-solving abilities to identify process bottlenecks and implement improvements.

Project management skills with the ability to prioritise tasks and manage multiple initiatives simultaneously.

Excellent communication skills, both written and verbal, to convey complex technical information clearly to various stakeholders.

Be able to demonstrate evidence of delivering successful target operating model improvements.

Adept at using relevant software tools and platforms for asset management, knowledge base management, project management, and more.

**Desirable skills**

IT Project Management expertise

ITIL Certification

In depth knowledge of the agile delivery cycle.

Worked with a Managed Service Provider in a previous role.

**Closing date:** Applications will close at **23:59 on 6th May**. Availability for interview is required the week commencing 13th May .

**How to Apply:** To see the full job pack, please click 'Apply'. Please answer the following questions when submitting your covering letter using no more than 2 sides of A4.
What excites you most about joining WaterAid?

What is the depth and breadth of your experience leading IT Service Management across different regions?

**Pre-employment screening:** To apply for this post, you must be able to demonstrate your

eligibility to work in the respective country. All pre-employment checks will be carried out according to the applicable laws in the respective countries. All our UK-based vacancies require a basic Disclosure and Barring Service (DBS) check to comply with our Safer Recruitment policy.

**Our Commitment**

**Our People Promise:**

We will work with passion and focus to ensure safe and sustainable water, toilets and hygiene are available to everyone, everywhere. WaterAid is a place of purpose - where people have a real commitment and shared responsibility for the impact we have. We are a global community with diverse backgrounds and perspectives, motivated by inspiring, stimulating work. We are determined to put the wellbeing of our people first, to be a place where people feel safe and able to contribute their voice and truly live our values.

**Equal opportunities:**

We are an equal opportunity, disability-confident employer and are dedicated to achieving the highest standards of diversity, equity and inclusion. We welcome applications from people of all backgrounds, beliefs, customs, traditions and ways of life. This includes, but is not limited to, race, gender, disability, age, sexual orientation, religion, national or social origin, health status, and economic or social situation.

**Safeguarding:**

We are also committed to protecting everyone we come into contact with. We have a zero-tolerance approach to abuse of power, privilege or trust across our global work, and any form of inappropriate behaviour, discrimination, abuse, bullying, harassment, or exploitation. Safeguarding the people and communities we work with, our staff, volunteers and anyone working on our behalf is our top priority, and we take our responsibilities extremely seriously.

**Apply Now**

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