



IT Manager

About Soi Dog Foundation:

Soi Dog Foundation is the largest animal welfare organisation in Asia dedicated to helping stray dogs and cats. Soi Dog Foundation sterilises, vaccinates, administers medical treatment, shelters, promotes adoption of stray dogs and cats in Thailand, and runs education programmes on animal welfare. Soi Dog Foundation is also actively working to end Asia's dog and cat meat trade.

Soi Dog's Mission Statement is: **"To improve the welfare of dogs and cats in Asia, resulting in better lives for both the animal and human communities, to create a society without homeless animals, and to ultimately end animal cruelty"**.

For more information, please visit www.soidog.org

JOB DESCRIPTION

Job Title and Summary: We are seeking an experienced IT Manager to lead our IT team and manage our end-user infrastructure and support services. The ideal candidate will have a strong background in IT management and the ability to develop and implement IT strategies that align with the organisation's goals.

Key Responsibilities:

1. Team Management:

- Lead, mentor, and manage the IT team, providing guidance and support to ensure high performance.
- Conduct regular performance reviews and provide constructive feedback.
- Foster a positive and collaborative team environment.
- Identify training and development needs and facilitate professional growth opportunities for team members.
- Handle recruitment, onboarding, and retention of IT staff.

2. Strategic Responsibilities:

- Develop and implement IT strategies that align with the organisation's goals and objectives.

3. Budget Management:

- Manage IT budgets and ensure cost-effective solutions.

4. Department Coordination:

- Coordinate with other departments, especially business development, to understand their technology needs and provide appropriate solutions.

5. Project Management:

- Plan and execute IT projects, including system upgrades and migrations.

6. Operational Responsibilities:

- Ensure the security and integrity of the organisation's data and IT systems.
- Develop and enforce IT policies and procedures to ensure compliance and best practices.
- Provide technical support and training to staff to enhance their use of technology.
- General IT support and callout services as needed.

7. Technical Oversight:

- Oversee the installation, configuration, and maintenance of server hardware and software.

- Monitor system performance and troubleshoot issues.
- Ensure the reliability and security of network infrastructure, including switches, routers, and firewalls.
- Administer and manage Office 365 services and applications.
- Oversee the management of the IT Service Management (ITSM) system to ensure efficient handling of IT services and support.
- Establish an Identity & Access Management (I&AM) service and implement Joiner, Mover, Leaver (JML) processes.

8. Collaboration:

- Work closely with the IT Director to align IT initiatives with organisational goals.

9. Callout:

- Be available for callout services as needed to address urgent IT issues.

Department and Supervisor: The IT Manager reports directly to the Director of IT and Systems Development

Skills and Qualifications:

- Bachelor's degree in computer science, Information Technology, or a related field.
- Minimum of 3 years of experience in IT management or a similar role.
- Strong knowledge of IT infrastructure, support services, and Office 365 management.
- Excellent leadership and team management skills.
- Strong problem-solving abilities and attention to detail.
- Effective communication skills and the ability to collaborate with cross-functional teams.

Preferred Skills:

- Certifications in relevant technologies (e.g., ITIL, Microsoft Certified: Azure Administrator).
- Experience with project management and IT budgeting.
- Knowledge of cybersecurity best practices

Location: The role is based at the Soi Dog shelter in Mai Khao, Phuket, but there may be some travel required to Bangkok.

Type of Employment: This is a full-time position.

Benefits:

- Five-day work a week, 40 hours per week with two days off. Employee may start and finish work different times depending on their duties as directed by their manager.
- 19 annual holidays (including Thai National Holidays 13 days) rising to 25 days with year of service
- Annual Salary Adjustment
- Annual Service bonus (as policy)
- Social Security
- Provident Fund
- Uniform

HOW TO APPLY

Please send your CV together with a covering letter **in ENGLISH** detailing why you think you would be appropriate for this role, to hr@soidog.org

Short-listed candidates will be notified by email.