Director of Information Systems

About Seed Global Health

Seed Global Health (Seed) envisions a world in which every country is strengthened by a robust health workforce that can meet the health needs of its population. We partner to train nurses, midwives, and physicians, building health teams that can provide high-quality care and save lives. We do this by strengthening clinical care delivery, improving health workforce education, and supporting policies that enable health professionals to succeed. Seed is dedicated to creating lasting change in the health systems of our partner countries: Malawi, Sierra Leone, Uganda, and Zambia. To ensure that these changes are durable, we form deep local partnerships that inform our work at both the individual and systems levels. Together, we are creating a multi-generational impact to not only treat today’s problems, but solve for tomorrow’s.

Position Summary

The Director of Information Systems (DIS) will be accountable for planning, management, and guiding of a variety of information systems and processes that Seed relies on, including ERP, CRM, HRIS platforms, survey tools, communication, program management, and collaboration platforms. The DIS will be responsible for developing an overall information systems strategy and working closely with organizational leadership to ensure the effective functioning of Seed’s systems to support our team and our work. The DIS will work closely with the Managing Director, Finance & Administration to ensure Seed’s technology continues to evolve to meet the needs of the organization and its strategic objectives and knowledge management goals.

In addition, the DIS will manage a critical transformation project as Seed Global migrates its core platform from Google to Microsoft 365 and both integrates and introduces supporting software identified by the team during a recent technology needs assessment. This will involve developing an implementation plan, leading and coordinating cross-functional teams, overseeing 3rd party vendors, handling project timelines and budgets, and maintaining ongoing communication with stakeholders to enhance the transition and rollout.

For more information, please visit www.seedglobalhealth.org
20 Ashburton Place, 6th Floor, Boston, MA 02108 | 617.366.1650
We are looking for a skilled professional with a demonstrated history of successfully leading and executing organization-wide projects, exceptional communication and interpersonal abilities, and a track record of guiding digital transformation initiatives. If you have the technical expertise, project and change management experience necessary to oversee this important project, we encourage you to apply for this exciting opportunity.

The Director of Information Systems reports to the Managing Director, Finance & Administration.

**Duties and Responsibilities**

The DIS role will center around supporting the three interconnected but distinct elements for successful initiatives: platforms, processes, and people.

**Platforms: Support the Technology Migration and Ongoing Optimization**

- Manage the development of the OneSeed Platform, including creating an implementation plan and change management and communications plans, to implement a multi-year organizational technology transformation.
- Coordinate with Seed’s designated Managed Service Provider (MSP) and vendors to assist in the migration from Google Workspace to Microsoft 365 and the development of other aspects of the OneSeed platform. Examples include Sharepoint workspace utilization, other platform integrations, such as program management platform and Educator portal.
- Maintain and enhance organization-wide technology platforms, including SparkRock, Salesforce, Paycor, Bamboo, Survey Monkey Apply, Dropbox, Microsoft 365, Power BI, and other future platforms, to ensure systems are dynamic and continue to meet the evolving needs of Seed.
- Provide oversight and guidance for all Seed technology assets, including servers, network infrastructure, phone systems, computers, and video conferencing equipment, in collaboration with Seed's MSP.
- Ensure Seed's MSP implements security standards and best practices through policy development, security awareness training, configuration management, and vulnerability monitoring.
- Stay current on information technology and collaborate with departments to utilize them effectively.

**Processes: Development of Key Guidelines and Practices**

- Develop key guidelines and processes to build the information and application ecosystem at Seed in a way that satisfies the organization's operational and reporting requirements. This includes collaborating with staff across the organization to document technology standard operating procedures and ensure that they are up-to-date and effective.
● Create and oversee customer service processes for guiding end-users in their effective use of Seed's global information systems, with the help of Seed's managed service provider.
● Gain deep knowledge of the business processes and data needs of the full organization and identify opportunities for improvement.
● Translate organizational needs into business and technical requirements.
● Identify opportunities for information systems to further the organization's overall strategy and support the achievement of strategic goals. This includes conducting research and making recommendations on new systems, tools, and processes to support the organization's strategic objectives.

People: Strengthen Culture and Support to Staff

● Oversee vendors, assist with contract review, and establish appropriate IT services and relationships to benefit the organization.
● Spearhead end-user training focusing on how to use available information systems to support their work, including overseeing the development of training materials and delivery of training sessions to ensure that all staff can effectively use the systems.
● Create systems documentation for end-users, such as user guidance, protocols, and processes, to help streamline use and expectations.
● Guide change management and communication efforts in support of information systems initiatives, including identifying and addressing any concerns or resistance to change.
● Collaborate with organizational leadership and the Governance Council to establish policies, practices, and security measures to safeguard information resources and comply with legal requirements, and ensure that all staff are aware of and adhere to these policies and practices.
Qualifications

- Six or more years of experience supporting organizations in the effective use of information systems
- Prior experience with CRM, ERP and data collection platforms
- Prior experience with Microsoft 365/SharePoint/Teams
- Prior experience managing IT support for a global organization a plus
- Experience and expertise in information and content management
- Experience in change management
- Knowledge of database concepts and familiarity with methods of systems integration
- Prior experience overseeing 3rd party vendors
- Prior experience designing and managing support processes
- Bachelor’s Degree is required
- Strong customer service know-how required
- Solid verbal and written communication know-how required

Working Conditions

- Hybrid work schedule at any of Seed’s offices globally or in Africa
- Work hours will be discussed based on the location of the candidate, but shall be established to balance an overlap between US eastern standard time and various African time zones
- May be asked to travel internationally on ad hoc basis
- Will be required to sit/stand for up to eight hours per day

Compensation

Competitive base salary commensurate with experience, as well as health/dental/eye insurance, retirement, and vacation, sick time, birthday day off, annual pay increase, professional development benefits.

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Seed is an equal opportunity employer that prohibits discrimination and harassment of any type, including without limitation on the basis of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristics protected by federal, state, and local law.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation, and training.