



# Manager 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 Manager of Information Systems (MIS) will be responsible for implementation, management, and maintenance of a variety of information systems and processes that Seed relies on, including identity, ERP, CRM, HRIS platforms, survey tools, communication, program-management, collaboration, business process, and automation platforms. The MIS will be responsible for implementing the 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 MIS will work closely with the Director of Information Systems (DIS) 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 MIS will manage critical systems projects as Seed continues to develop and mature its information systems. This will involve managing and coordinating cross-functional teams, overseeing 3rd party vendors, handling project timelines and budgets, and maintaining ongoing communication with stakeholders. This will require technical, project management, and communications acumen.

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 managing digital transformation initiatives. If you have the technical expertise,

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project and change management experience necessary to oversee this important project, we encourage you to apply for this exciting opportunity.

The Manager of Information Systems reports to the Director of Information Systems.

## Duties and Responsibilities

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

### **Platforms: Support Technology and Ongoing Optimization**

- Manage the continuing development of the OneSeed Platform – Seed’s SharePoint Intranet. This includes implementation planning, change-management and communications plans to implement a multi-year organizational technology transformation.
- Manage Seed’s technology maturity journey via continuous improvement, targeted initiatives, and active monitoring
- Coordinate with Seed’s designated Managed Service Provider (MSP) and other vendors to support our users, platforms, and processes.
- Maintain and enhance organization-wide technology platforms, including SparkRock (Dynamics 365), Salesforce, Paycor, Bamboo, Microsoft 365, Power BI, Power Automate, and other future platforms, to ensure systems are dynamic and continue to meet the evolving needs of Seed staff and constituents.
- Provide managerial oversight 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 compliance with security standards and best practices through policy monitoring, security awareness training, configuration management, and vulnerability monitoring.
- Stay current on relevant information technology and collaborate with departments to utilize them effectively.

### **Processes: Implementation of Key Guidelines and Practices**

- Implement key guidelines and processes to support the information and application ecosystem at Seed in a way that satisfies the organization's operational and reporting requirements.
- Manage customer service processes for guiding end-users in their effective use of Seed's global information systems, with the help of Seed's MSP.

- Maintain deep knowledge of the business processes and data needs of the full organization. Identify and implement improvements.
- Translate organizational needs into business and technical requirements.
- Participate in the cross functional IT Steering Committee to manage Seed's technology strategy, goals, and workplans

### **People: Strengthen Culture and Support to Staff**

- Oversee vendors, assist with contract review, and manage appropriate IT services and relationships to benefit the organization.
- Spearhead end-user training that focuses on how to use available information systems to support Seed's 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.
- Implement change management and communication efforts in support of information systems initiatives, including identifying and addressing any concerns or resistance to change.

# Qualifications

- Five or more years of experience supporting organizations in the effective use of information systems
- Proven engineering, development, and management expertise with Microsoft 365/SharePoint/Teams/Entra/Intune
- Proven project-management skills and experience
- Proven experience developing and maintaining MS365 automation and PowerApps
- Ability to quickly learn and implement new technologies and processes
- Prior experience providing IT support for a global organization a plus
- Excellent written and verbal communication skills, including the ability to create and present end-user training materials
- Experience and expertise in information and content management
- Experience in change-management
- Knowledge of data structures and familiarity with methods of systems integration
- Prior experience overseeing 3rd party vendors
- Prior experience developing and managing support processes
- Strong customer service mindset

# Working Conditions

- Hybrid work schedule at US office or Program Country (Sierra Leone, Uganda, Malawi, or Zambia).
- 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 an 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.

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.