

Systems Manager

Vital Strategies

Vital Strategies, headquartered in New York City, is an international public health organization. Our programs strengthen public health systems and address the world's leading causes of illness, injury and death. We currently work in 73 countries, supporting data-driven decision making in government, advancing evidence-based public health policies and mounting strategic communication campaigns. Vital Strategies' priorities are driven by the greatest potential to improve and save lives. They include non-communicable disease prevention, cardiovascular health promotion, tobacco control, road safety, obesity prevention, epidemic prevention, environmental health, vital statistics systems building and Multi-drug resistant tuberculosis treatment research. Our programs are concentrated in low- and middle-income countries and cities in Africa, Latin America, Asia and the Pacific. Please visit our website at www.vitalstrategies.org to find out more about our work.

The Position

The Systems Manager is responsible for designing, deploying, configuring, securing, and scaling the various technology systems, services, and enterprise applications used by Vital Strategies. S/he will work collaboratively and partner with the various Vital Strategies divisions to provide cost-effective technology solutions to achieve programmatic goals. The Systems Manager will work closely with the IT team to help provide a seamless technology experience for staff globally.

Specific Duties

- Take ownership of, configuring, documenting, deploying, and securing enterprise systems, applications, and services with a focus on global accessibility, security, and scale
- Assist in defining technology strategy; specifically relating to infrastructure, services, storage, collaboration, and communications
- Continually develop and document procedures and policies to help secure, standardize, and streamline IT functions
- Iteratively strengthen controls and mitigating measures to reduce IT risk to the organization
- Integrate varying systems and automate processes to enhance efficiency of organization
- Design and update monitoring solutions to allow for better decision-making and minimize response time
- Proactively research, learn, and deploy new technologies and features that will be beneficial to the organization
- Act as third tier in escalating technical support
- With the IT team, provide trainings and create technical guides for new and existing technology solutions
- Special projects as requested

Qualifications

- 3-5 years of experience in a role with similar responsibilities
- Experience deploying, configuring, and managing all aspects of an enterprise Microsoft Office 365 environment, Microsoft Azure, and related services: AD Connect, Device Management, Enterprise Applications with SAML SSO
- Experience managing enterprise productivity and collaboration services such as Box and Zoom
- Experience configuring and customizing Amazon Web Services
- Experience administering and supporting hosted telephony services
- Expertise in Microsoft operating systems, applications, and scripting languages: Windows 7, 10, Server 2012 R2, 2016; Active Directory, Group Policy, DNS, WSUS, WDS, Office 2012, 2016, PowerShell
- Thorough understanding of TCP/IP and general networking principles and protocols
- Project management experience a plus
- Bachelor's degree in a technical field preferred
- Technical certifications a plus
- Experience working with a global constituency a plus

Qualities

- Ability to rapidly and independently learn new technologies
- Ability to problem solve. Excellent judgement and decision making
- Ability to work independently and with a team
- Ability to multi-task and re-prioritize on an ongoing basis
- Excellent written and verbal communication skills

How to Apply

Please send CV and a cover letter, including your salary requirements to hr@vitalstrategies.org indicating the position applied for in the subject line. Closing date for applications is **July 19, 2019**. Only shortlisted candidates will be contacted.

Vital Strategies offers competitive compensation for full-time employees and pro-rata for part-time employees based on prior experience and qualifications as well as comprehensive benefits in order to best support our people. Benefits we offer include: health, dental and vision insurance where Vital Strategies pays generously towards the cost of these benefits for employees and their families/domestic partners; 15 paid vacation days (rising to 20 paid vacation days from fourth year of service and 25 from seventh year onwards), 13 paid federal holidays and paid days off between the Christmas and New Year's holidays; paid sick days; retirement savings plan; commuter benefits; and basic life and personal accident insurance.