


ROLE PROFILE: WORKPLACE TECHNOLOGY IAM LEAD (LAC)		 Save the Children
Position Title:	Workplace Technology IAM Lead (LAC)	
Position ID:	NEW0000438	

Team	IT Global Operations	Grade	P5
Reports To (Title)	Cloud Services & Modern Workplace Team Leader (Asia/LAC)	Contract Length	Permanent
Location	LAC - Any existing SCI office location in the LAC Region	Time-zone	Asia Region Time Zones (UTC/GMT +3.5 hours or more)
Languages	English	Headcount	1

Team and Job Purpose	
Team purpose	Ensuring the robust, safe and reliable operation of the infrastructure that enables SCI's core operating platforms and end users
Role purpose	<p>The role of the Workplace Technology IAM Lead is to support O365 and Azure identity management deployment, design, build, and day-to-day Operations & Sustainment of our enterprise identity management in a 24/7 operation. This person will also participate in the management of our consolidated server infrastructure and assist with the migration of systems from our data centres to the private/public cloud, plus providing the SCI-SCA movement SSO capabilities to ease access to end users to the variety of applications that serve the organization.</p>

Principal Accountabilities
<ul style="list-style-type: none"> • Manage O365 and Azure Identity management and administration, troubleshoot Office 365 message routing and delivery issues, and respond to critical system issues during and after business hours, maintaining consistent documentation in line with global team standards. • Ensure IT infrastructure stability for all Save the Children International global systems, managing and escalating support cases with vendors like Microsoft Support, and advising management on additional support escalation for critical incidents and emergency activities. • Provide feedback on new enhancements and infrastructure design to the development team, ensuring continued efficiency of IT Services, such as implementing Microsoft SSO for all platforms within SCI-SCA, while operating in accordance with Save the Children's change management process. • Collaborate with the security team to track, analyse, and mitigate threats such as spam, malware, and unauthorised access to safeguard the organisation's digital environment. • Create and maintain IAM documentation, ensuring it is up-to-date and aligned with global standards, and accessible to team members across different regions, fostering a culture of transparency and accountability. • Promote and embed Save the Children International's values of diversity, equity, and inclusion in all aspects of identity access management, ensuring that IT services are accessible and inclusive for all staff members.

Budget
None

People Management Responsibility (direct/indirect reports)
Number of people managed in total: None

Manager of a team: No
Team Manager (manager of multiple teams): No

Size of Remit

Global

Travel Requirements

International travel required: Yes
Percentage of required for travel: 5%

Key Relationships

Internal (excluding direct team and manager)

- Global Enterprise Technology Team
- Global Application Services Team
- PMO Team
- SCI Product Development Managers
- Information Security Team

External

- Members
- Core Technology Vendors

Competencies

- Cluster: Thinking
Competency: Applying technical and professional expertise
Level: Accomplished
Behavioural Indicator: Makes decisions based on professional expertise and experience without deferring unnecessarily to others.
- Cluster: Thinking
Competency: Problem solving and decision making
Level: Accomplished
Behavioural Indicator: Makes informed strategic decisions based on full evaluation of the opportunities and risks of each idea and solution.
- Cluster: Thinking
Competency: Planning and organising
Level: Accomplished
Behavioural Indicator: Plans, prioritises and organizes work to meet commitments aligned with organizational goals
- Cluster: Engaging
Competency: Communicating with impact
Level: Accomplished
Behavioural Indicator: Conveys complex issues with clarity brevity and confidence.
- Cluster: Engaging
Competency: Working effectively with others
Level: Accomplished
Behavioural Indicator: Enables people from a wide range of backgrounds and perspectives to contribute to positive outcomes.

Experience and Skills

1. Extensive experience in managing identity and access management (IAM) solutions, ensuring they align with organisational policies and standards.

2. Strong understanding of Office 365, Azure Active Directory, Entra ID, Microsoft Intune and related identity management tools, including user and group management, role assignments, policy implementations, permissions, and license allocation
3. Experienced in Single Sign-On (SSO), multi-factor authentication (MFA), and related technologies.
4. Considerable experience in handling critical system issues and providing after-hours support to ensure IT infrastructure stability.
5. Experience in collaborating with vendors like Microsoft Support for escalated cases and managing support tickets effectively.
6. Proficient in scripting languages such as PowerShell to automate administrative tasks with understanding of network concepts and protocols particularly related to identity and access management.
7. Substantial experience in operating within an established change management process to implement IT changes with minimal disruption with track record in maintaining thorough and coherent documentation for IT processes and infrastructure.
8. Knowledge of IT security principles, including threat analysis and mitigation strategies.

Education and Qualifications

Essential

- Bachelor's Degree in Information Technology, Computer Science, or a related field.

Desirable

- ITIL Certification
- Microsoft qualifications - Office 365, Azure e.g. MCSA, MCSE, etc.

Safeguarding

We need to keep children and adults safe so our selection process includes rigorous background checks and reflects our commitment to the protection of children and adults from abuse.

Level 2: either the post holder will have access to personal data about children and/or young people as part of their work; or the post holder will be working in a 'regulated' position (accountant, barrister, solicitor, legal executive); therefore a police check will be required (at 'standard' level in the UK or equivalent in other countries).

Diversity, Equity and Inclusion and Equal Opportunities

Diversity, Equity and Inclusion is core to our vision, values and global strategy. Save the Children is committed to creating a truly diverse, equitable and inclusive organisation, and one which will support us in our vision to ensure every child attains the right to survival, protection, development, and participation.

We are committed to equal employment opportunities, regardless of gender, sexual orientation, race, colour, ethnic origin, nationality, disability, marital or civil partnership status, gender reassignment, pregnancy and maternity, caring or parental responsibilities, age, or beliefs and religion. We are committed to diversifying our staff to better represent the communities we serve and actively welcome underrepresented groups to apply.

Reasonable adjustments will be made should any candidate invited to interview require this.

Version Control and Approval

Version	Date	Author	Reviewer	Approver
1	7/31/2024			Julian McGovern