



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 the adoption of stray dogs and cats in Thailand, and runs education programmes on animal welfare. Soi Dog Foundation is also actively working to end the Asia 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"**. Its core values are compassion, honesty, integrity and transparency.

For more information, please visit www.soidog.org

JOB DESCRIPTION

Job Summary:

We are seeking an IT Manager to lead our IT team at the Phuket Animal Sanctuary in Thailand. This pivotal role is essential for ensuring the seamless operation of our IT infrastructure, supporting the IT needs of almost 500 staff who work across Thailand, as well as our network of global contractors/volunteers. The IT Manager will oversee the day to day running of our critical systems including the sanctuary's Meraki network, CCTV cameras, monitoring systems, internal servers, and address the day-to-day IT needs of our global team.

Duties and Responsibilities:

- Lead and manage an IT team, setting clear job expectations and monitoring performance.
- Oversee the entire IT infrastructure, ensuring maximum uptime of the Meraki network, services, and CCTV systems.
- Administer and support Office 365 (O365) services, including Exchange Online, SharePoint Online, OneDrive, Teams, Intune and other collaboration tools.
- Take ownership of all global IT hardware and software, including procurement responsibilities for IT hardware, managing all IT assets and ensuring the asset tracker remains up to date.
- Provide effective IT support to global network of contractors/volunteers.
- Coordinate the IT team's shared on-call duties for monitoring critical system issues outside of business hours, including service outages, CCTV disruptions, and vaccine fridge temperature alerts.
- Plan, organize, control, and evaluate IT and electronic data operations globally.
- Stay ahead of the latest security systems, software, and technologies to ensure Soi Dog's IT systems are secure and advanced.
- Ensure data security, network access, and the integrity of backup systems.
- Manage critical alerts from the global IT monitoring system, Icinga, efficiently.
- Manage the annual IT budget, prioritizing cost-effectiveness.
- Stay informed about technological changes, ensuring the use of efficient and cost-effective IT hardware, software, and operating systems.

- Coordinate technology installations, upgrades, and maintenance, ensuring clear communication with all stakeholders.

IT Requirements and Qualifications:

- Excellent written and verbal English language is essential.
- A minimum of 3 years in an IT management role.
- Bachelor's degree in information technology, computer science, software engineering, or relevant field, or equivalent certification is required.
- Comprehensive knowledge of technical management, information analysis, and computer hardware/software systems.
- Experience in Windows 10/11 and 0365 administration.
- Some knowledge of Linux, Meraki, DUO Security, Icinga and Bitwarden is beneficial.

Your profile:

- Exceptional proven leadership, communication, and problem-solving skills.
- A passion for animal welfare and the ability to thrive in an animal-friendly environment.
- Highly organized, detail-oriented, and adept at multitasking.
- Flexible and capable of supporting a diverse and global team.

Working Hours and Location:

- Role is reporting directly to CEO
- Based at The Gill Dalley Sanctuary, Soi Dog Foundation, Mai Khao, Phuket, 83110, Thailand
- This is not a work from home position. Manager will be required to work at Soi Dog's headquarters in Phuket, Thailand.
- 40 hours per week Five days a week with two days off. (Will be required to work evenings, weekends or flexible time depending on demands of the Department)

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

Benefits:

- 19 annual holidays (including Thai National Holidays 13 days) rising to 25 days with year of service
- Annual Salary Adjustment
- Social Security
- Provident Fund
- Uniform
- Visa and Work permit

HOW TO APPLY

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

Short-listed candidates will be notified by email.