**AIDHA**

Aidha is an award-winning Singapore-registered charity. Our mission is to provide financial literacy and self-development skills to migrant domestic workers and lower income women to enable them and their families to break out of the cycle of poverty. Started initially under the auspices of UNIFEM (now UN Women), Aidha became an organisation in its own right in 2006. Since its inception, Aidha has impacted more than 6,000 women and their families and communities. We attained much-coveted IPC (Institution of Public Character) status in 2015 and have retained it ever since.

Aidha provides training in money management, computer skills, leadership entrepreneurship and English. We usually conduct classes on Sundays (when most migrant domestic workers have their day off) at our Campus at Catapult near Buona Vista MRT and a satellite campus at the FAST Hub near Eunos. At any given time, Aidha typically has 400-500 students attending classes and a pool of 150-200 active volunteers conducting these classes.

Aidha is a small but successful organisation, now in an exciting stage of growth and scaling up of its operations.

**POSITION: MARKETING ASSOCIATE**

The IT Manager will be responsible for overseeing the planning, development, implementation, and maintenance of the organisation's IT infrastructure. This role reports directly to the CEO on organisation-wide IT matters and reports to the Campus Manager on IT matters related to the smooth running of campus operations.  It involves ensuring the security and efficiency of the company's technology systems, and providing strategic IT guidance to support business objectives.

**Roles and Responsibilities**

IT Infrastructure Management and Operations
- Oversee the design, implementation, and maintenance of the organisation's IT infrastructure.
- Manage hardware, software, networks, servers, and other technology resources
- Maintain laptop inventory across Aidha office and Aidha Campuses
- Maintain integrity of accounts (new user set up and deletion of accounts)
- Liaise with external vendors for IT related purchases and projects
- Liaise with website vendor to ensure that the website security is up to date

Security and Compliance
- Implement and maintain security protocols to safeguard the organisation's IT systems and data
- Ensure compliance with relevant regulations and standards
- Deputy Data Protection Officer to ensure that the organisation is in compliance with PDPA

Strategic Planning and Project Management
- Collaborate with senior management to develop and execute IT strategies aligned with business goals
- Evaluate emerging technologies and make recommendations for their adoption

- Be the IT lead for systems and improvement projects (Eg. CRM, Student Management Software)
- Liaise with IT volunteers

Troubleshooting and Support
- Provide technical support to end-users, addressing hardware and software issues promptly.
- Develop and implement user training programs as needed.
- Provide orientation to new joiners on the IT policy
- Provide regular refresher of IT policy and cyber-wellness training to staff

Documentation
- Maintain comprehensive documentation of IT systems, configurations, and procedures.
- Develop and update IT policies and procedures.

Vendor and Budget Management
- Establish and maintain relationships with IT vendors and service providers.
- Negotiate contracts and agreements to ensure quality service at competitive prices.
- Source for vendor quotations
- Develop and manage the IT budget, ensuring cost-effective implementation of IT solutions
- Be involved in IT project grant application and reporting from/ to government agencies (eg. NCSS)

Office Administration
- Assist with basic office administration

Miscellaneous
- Assist in other IT-related tasks as requested by the CEO

**ARE YOU OUR IT MANAGER?**

- Proven experience in IT infrastructure, project and vendor management, preferably in an SME environment.
- Strong leadership and team management skills.
- In-depth knowledge of IT infrastructure, systems, and security.
- Excellent communication and interpersonal skills.
- Knowledge in PDPA, Salesforce and Google Workspace is a bonus

**In return, what you can expect from your time with us at Aidha is…**

- A deep sense of fulfilment from being able to see the impact you are making on our beneficiaries right before your eyes – which no money in the world can buy!
- The opportunity to play a key role in helping to shape and influence the growth of this young successful organisation as it continues on its upward track
- Unmatched opportunities for personal growth and to learn and develop new skills and experience
- Flexible work arrangements
- Never again dreading coming to work on a Monday morning!

Interested candidates are invited to submit a comprehensive resume, stating current and expected salary to careers@aidha.org. We regret that only shortlisted candidates will be notified.