

Open Doors International is looking for a

MANAGER

IT SUPPORT SERVICES

Do you thrive by leading and developing IT Support Services team? Is it your goal to deliver exceptional customer service? Are you passionate to serve the Persecuted Church by using your strengths of leading the team? Do you love to relate, connect and communicate with employees internationally at every level in the organization? Then we are looking for you!

ODI-IT is seeking a manager for the Support Services team to lead a team of four professionals providing global end-user support, lead the global service management (ITSM) services strategy with and for the field IT staff, and position the ODI-IT department for future global shared services. You will report to the Global Head of IT.

YOUR KEY RESPONSIBILITIES

- Serve as the functional expert for the IT service team in terms of ITSM leading practices and the technologies most prevalent to our end users (primarily MS);
- Build a support team dedicated to service, quality, performance standards (e.g., KPIs, SLAs), a service catalogue, and continuous learning as we adapt to new technologies to ensure our (internal) customers get the best support;
- Monitor and improve the ticketing management process for our ODI-IT team and globally thru affiliated (not direct reporting) teams;
- Implement a new ITSM system (Fresh Service) in concert with leading practice ITIL principles;
- Set up end user training and support for secure and efficient use of IT systems, personal productivity tools, and adherence to policies;
- Coordinate the development, implementation and monitoring of SLAs; and
- Coordinate process automation and optimisation.

Open Doors is an international, interdenominational organization that supports Christians who are persecuted for their faith.

Open Doors International supports the worldwide organization with services such as Communications, Marketing, People & Culture, Advocacy, IT, Program Management, Finance and Global Research by working in a service-oriented way with teams and colleagues in countries with an Open Doors Development or Field office.

IT Department at ODI consists of over 25 colleagues in the Netherlands, US, South Africa, Germany and Philippines. Our department supports over 1.700 users in over 60 countries. The ODI-IT Department consists of five teams: Value Delivery, Solution Development, Infrastructure Services, Support Services (primarily ITSM), and the IT Security team.

YOUR PROFILE

- Committed Christian with a heart for the Persecuted Church;
- 7-10 years experience in IT with 3-5 years experience in similar leadership role with customer and service-oriented mindset;
- Hands-on experience configuring, improving, and deploying ITSM solutions (e.g., Fresh Service, ServiceNow, Jira);
- Experience with and general knowledge of Microsoft Infrastructure: AD, SQL, Teams/SharePoint, O365 and Azure;
- Experience with MS Power Platform and process improvement techniques desired;
- Knowledge of and experience with ITIL, networking and firewalls is preferred;
- Cross cultural sensitive, able to build and maintain relationships with colleagues around the world;
- Analytical skills, able to propose solutions and solve problems;
- Proactive, result-oriented, organized and global team player; and
- Excellent communication skills in English, both written and spoken.

OUR OFFER

This is a salaried position. Working at Open Doors means that you are actively involved in serving the worldwide Persecuted Church. We offer you a versatile position in an international, dynamic environment, a professional team and the opportunity to grow professionally and personally. As a global organisation we are used to combining working from home with working from the office and to have flexible working hours. Location preferably in the NL (or CET time zone working hours) or the Philippines.



INTERESTED?

Please send your email with your resume and short motivation to the HR department of Open Doors International: vacancy@od.org before November 20th. If you have questions about the position, please use this same email address. We will assess applications on a rolling basis.

Open Doors expects its employees to behave with integrity and carefully consider the rights and interests of others. Requesting a CBC is part of the procedure.