Appointment of
Head of Global IT
Open Doors International

Open Doors
Serving persecuted **Christians** worldwide

About the role

Open Doors International is seeking to appoint a full-time, permanent Head of Global IT. The successful candidate will be an outstanding Christian leader with a track-record of collaborative international working.

Over the past five years, the ministry of Open Doors and related IT support services have seen significant growth in both size and complexity. During this same period, the role of Open Doors International (ODI) in supporting and serving our growing network of development (donor engagement and fund-raising) and field offices (program delivery) has also evolved. Our aim is to serve this growing network as we fulfil the high calling to serve persecuted Christians.

The ODI Board, CEO and Executive Leadership Team desire to continue developing our IT model and capabilities to facilitate and protect our work (people, assets, information, reputation) and maximise impact during times of organisational growth and rapid change (e.g., digital surveillance, AI, increased persecution). The Head of Global IT provides strategic and operational leadership for a core team of ODI IT professionals and facilitates process and technology alignment across this multinational ministry serving in over 60 countries and raising funds in more than 25 countries.

This role reports to the Chief Operations Officer (COO) and works closely with other executives on all strategic and tactical matters as they relate to IT.

The Head of Global IT ensures ODI is known for its excellent performance by delivering world-class and well-coordinated IT functions and solutions that contribute to excellent operations, risk management, forward planning and mature governance.

The current IT priorities include: (1) Completing deployment and operation of a global program design and delivery platform, (2) Designing a global "engagement tech platform" of CRM, CMS, and other technologies to empower lead practice marketing operations, (3) A suite of cybersecurity services and tools, (4) Re-build a complex suite of custom systems, and (5) Support (or lead) the introduction of AI.

This role directly supervises the international IT office and operations (c. 25 staff & contractors) and influences, without direct authority, the fundraising bases and four major field operational entities through a compelling vision, clear value propositions, and strong delivery. Core accountability includes business analysis, project and program management,

solution definition and selection, software development and maintenance, customer support, Azure and Microsoft centric infrastructure and collaboration platforms, cybersecurity, and global IT governance. The Head of Global IT is expected to champion the effective use of IT and AI to increase organizational effectiveness, efficiency, and impact. The ideal candidate brings extensive experience leading multi disciplinary IT teams in complex, international environments, strong stakeholder management skills, and a proven ability to lead through influence. Key elements of this role include:

- Establish and steward a compelling technology vision, value proposition, and execution track record that earns trust and voluntary alignment from senior leaders across fundraising and field operations.
- Provide strategic and operational leadership for global IT to enable the organization to be more effective and efficient through the smart application of technology and AI.
- Own delivery of IT projects and services for the international office and global operations, while influencing (not directing) fundraising bases and field entities toward common standards, services, and platforms.

The Head of Global IT must:

- Bring a servant-hearted leadership gifting, including the ability to lead through influence and build consensus amongst divergent senior stakeholders; inspire trust; and take a highly relational and capacity-building approach with their colleagues.
- Have excellent communication skills - written, verbal and able to deliver insights with data; effective with a range of audiences from local staff to Board level.
- Exhibit grace, to patiently but persistently mature a complex, international organisation.
- Have experience of leading IT strategy implementation, team supervision and timely delivery in a complex network of matrix style structures.
- Enjoy and have a matured gift of forward-planning, helping the Board, Executive Leadership Team and colleagues benefit from transparent IT plans in a dynamic missional context that will demand agility.

Job Description

ROLE & RESPONSIBILITIES

The Head of Global IT of ODI is a person with high emotional intelligence, servant-hearted authenticity and a passion for strengthening the most persecuted Christians and praying for their connection with the global Church. This individual is a high calibre IT leader who continually improves our effectiveness and security as a persecuted Church driven ministry.

The primary responsibilities of the Head of Global IT are:

- **Global IT team leadership and management (approximately 25 staff & contractors)**
  o This includes business analysis, project and program management, solution design and selection, technical architecture, software development and maintenance, customer support, infrastructure, and cybersecurity.

- **Alignment through influence**
  o Build strong, trust-based relationships with executives and functional leaders across fundraising and field operations, using influence, communication, and demonstrable value to drive voluntary alignment.

- **AI and innovation**
  o Champion the adoption of AI and automation (e.g., business analysis, software development, analytics, workflows, decision support) to improve program effectiveness, supporter engagement, and internal efficiency.
  o Promote the Enterprise Architecture, AI, and innovation processes to identify emerging technologies to help drive solutions that increase the value of IT support and services.

- **Cybersecurity**
  o Ensure effective cybersecurity posture globally, including policies, awareness, identity and access management, monitoring, incident response, and alignment with relevant standards and regulations.

- **Global IT governance**
  o This includes standards, and policies that balance consistency with local flexibility, in close partnership with international leadership, fundraising bases, and field operational entities.
  o Lead and facilitate the creation of governing principles and board to guide EA and AI decision-making (e.g., foci, prioritization, value realization, allocation of roles and responsibilities) to enable the long-term Ministry strategy.

- **IT portfolio and program management**
  o This relates to major technology initiatives, ensuring alignment with strategy, clear business cases, disciplined prioritization, and on time, on budget delivery.

- **Infrastructure**
  o Oversee Azure and Microsoft centric infrastructure, collaboration platforms (e.g., M365/Teams/SharePoint), and core business applications, ensuring reliability, scalability, and security for a 60+ country footprint.

- **Networking**
  o Provide oversight of vendors, partners, and outsourcing relationships to maximize quality, cost effectiveness, and mission fit.

Person Specification

KEY QUALITIES

Open Doors believes that spiritual maturity, character and behaviour are as important as competence, therefore the Head of Global IT is:

- A devoted follower of Jesus with a heart to strengthen persecuted Christians.
- Prayerful and able to take IT decisions, founded on faith in God.
- Able to build strong relationships across national cultures.
- Able to empower others and intentionally develop future IT leaders.
- Prepared to make difficult decisions and have honest conversations with grace.
- Active in a local church that supports their vocation and provides spiritual support.
- Emotionally intelligent and aware of the impact of their leadership on people.
- Able to communicate complex topics in simple, compelling language for non technical leaders.
- Strong sense of integrity, stewardship, and accountability, recognizing the responsibility of managing donor funded resources.
- Experienced in negotiating and influencing at a senior level, combined with strong interpersonal and collaboration skills.
- Proven IT skills and experiences in the areas of:
  o Technology and architecture.
  o Delivery and methods: Proficiency in business analysis, requirements elicitation, and solution evaluation.
  o Data, AI and Process improvement, including process mapping, optimization, and automation.

HOW TO APPLY

Open Doors International will offer a competitive salary for the post. We are open to applications from anyone who is suitable for this role, regardless of their current location. This role can be based in numerous countries (but preferably near a European time zone for ease of communication within a dispersed global ministry.) and requires approximately four international trips per year. Applications should be sent by email to **vacancy@od.org** and must be received by **13 February 2026**.

Your application must comprise:
- A mandatory cover letter of not more than two pages outlining your motivation and relevant experience for the role. At a later stage we will ask for the names of three referees and one of them should be your pastor or a church leader who knows you well. Please note – these referees will not be contacted until late in the process and with your prior agreement. The names and details of your referees will be held in strict confidence.
- A full CV/Resume, including educational and professional qualifications, a full employment history showing the more significant positions, responsibilities held, and relevant achievements.

Shortlisted candidates will be invited to interview with the Open Doors International search panel. Finalists will be asked to come to travel for in-person interviews.

The search panel members are very aware that this is a two-way discernment process. Therefore, we encourage each applicant to pray to the Lord and consult their trusted and closest fellow Christians as they consider this opportunity.

The successful candidate will be expected to take up the post as soon as is reasonably possible.

Thank you for taking the time to prayerfully consider this opportunity and to learn more about the work of Open Doors International.