

JOB DESCRIPTION

Job Title: Zurich IT Systems Manager

Grade 5

Role Purpose

The Zurich IT Systems Manager is responsible for the strategic management, development, and continuous improvement of the Climate Resilience Measurement for Communities (CRMC) platform (*). The role provides end-to-end ownership of the system, ensuring it remains reliable, user-centred, and aligned with organisational needs for climate resilience measurement and learning.

The role is delivered as part of a strategic partnership between Practical Action and the Zurich Foundation. The post holder will work closely with the Director of the Zurich Foundation and members of the Climate Resilience Alliance to support the effective management and future development of the CRMC system and platform.

The postholder leads the ongoing evolution of the CRMC platform, working with programme teams, external developers, and internal stakeholders to ensure the system supports effective data collection, analysis, and learning across the organisation. The role manages platform development, vendor relationships, and system priorities to ensure the tool continues to deliver value for practitioners and the wider organisation.

The role will also undertake an assessment of the current CRM platform to identify opportunities for improvement and provide recommendations on the future approach to the platform's development which may include enhancement, redesign or redevelopment.

Key Responsibilities

Platform Ownership and Strategic Development

- Lead the strategic management and development of the CRMC platform, ensuring it continues to meet the needs of programme teams and practitioners.
- Develop and maintain a platform development roadmap, identifying priorities for system improvements, upgrades, and future development.
- Ensure the platform evolves in line with the needs of the Zurich Foundation and Climate Resilience Alliance partners.
- Conduct a structured review of the current CRM platform architecture, functionality and user experience to identify opportunities for improvement.
- Provide technical advice and recommendations on the future development of the CRMC platform, including potential systems improvements, redesign or redeployment options.

System Development and Lifecycle Management

- Support the management of supplier relationships and contracts, including monitoring service delivery and contributing to contract discussions where required.
- Translate user and organisational requirements into clear functional specifications and development priorities.

- Coordinate agile development processes with external software developers, including sprint planning, backlog management, testing, and release planning.
- Monitor system performance and identify opportunities to improve functionality, usability, and reliability.

Vendor and Budget Management

- Manage relationships with external developers and technology providers, ensuring delivery of high-quality system development and support.
- Support the management of supplier relationships and contracts, including monitoring service delivery and contributing to contract discussions where required.
- Manage the CRMC platform development budget, ensuring resources are prioritised effectively and developer costs are monitored and approved.
- Review development work delivered by external developers and monitor associated hours, outputs and invoices where required.

User Engagement and Adoption

- Lead engagement with system users to ensure the CRMC platform is accessible, practical, and responsive to user needs.
- Collect and analyse user feedback to inform system improvements and development priorities.
- Promote effective use of the platform across programmes by supporting adoption, problem-solving, and continuous improvement.
- Work with members of the Climate Resilience Alliance to ensure the platform continues to support practitioner needs.

Training, Guidance and Documentation

- Develop and maintain technical documentation, user guidance, and support materials.
- Support training and capacity-building activities for CRMC users, including developing learning materials and organising webinars.
- Manage the CRMC eLearning platform, including user access, troubleshooting issues, and liaising with the platform provider.

Governance and System Reliability

- Ensure appropriate data protection, access management, and system governance processes are in place.
- Work with relevant technical partners and developers to ensure system reliability, security and effective governance arrangements.
- Monitor risks related to system reliability and ensure issues are addressed proactively.

Skills and Qualifications

- Bachelor's degree in Computer Science, Information Systems, or a related field, or equivalent practical experience.
- Significant experience managing digital platforms or software applications across their lifecycle, including development, maintenance, and improvement.
- Experience coordinating agile software development and working with external developers or technical vendors.
- Good understanding of system architecture, platform design, and digital platform development, with experience contributing to systems improvements, redesign or redevelopment initiatives.
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- Experience translating user needs into technical requirements and system development priorities.
- Experience managing technology budgets, contracts, and supplier relationships.
- Strong analytical and problem-solving skills, with the ability to identify and implement improvements to system functionality.
- Excellent communication skills and the ability to bridge technical and non-technical audiences.
- Understanding of data protection, system security, and digital governance considerations.
- Interest in climate resilience, sustainability, or international development is an advantage.
- Proficiency in English.

¿How to apply?

To apply, click the following link <https://tr.ee/hQHSXH>. Please submit your application by 19 July.

(*) **CRMC Platform:** This term includes all the components of the CRMC system: the software, the related toolset, data management, the technical platform / infrastructure and its learning materials and guidance.