IT Manager

Job Description

Position Summary

The IT Manager oversees, maintains, and evolves FPMT's global cloud-based technology infrastructure to ensure secure, reliable, and efficient operations in support of the organization's mission. This role provides both hands-on technical support and strategic management across all FPMT International Office cloud services.

This role will be remote, could be full time or part time (depending on the availability, interest and qualifications of the candidate and organizational needs) and could be delivered in a staff or contractor capacity. References will be requested and will be part of the assessment process.

Key Responsibilities

1. IT Strategy & Governance

- Develop and maintain an IT roadmap aligned with organizational goals, digital transformation needs, and mission.
- Maintain and oversee IT policies, standards, security practices, and compliance requirements (privacy, data protection, donor data stewardship, etc.).
- Serve as the primary advisor to leadership on technology decisions, risks, and opportunities.
- Evaluate and consolidate cloud services when beneficial, reducing platform fragmentation, cost, and administrative overhead.

2. Cloud Infrastructure Management

- Manage and optimize all cloud-based systems, including:
  - Google Workspace
  - Box / Google Drive
  - WordPress (website hosting), including website hosting infrastructure and hosting environment
  - Moodle (online learning center)
  - Shift4Shop (online store)
  - Blackbaud (donor management)
  - Digital Asset Management System
  - Hosting providers, DNS, and email routing services
- Oversee identity and access management, SSO configurations, and account lifecycle processes.
- Ensure uptime, performance, scalability, and cost-efficiency across platforms.
- Enable and support offline access to cloud-based tools and data where platform capabilities allow.

3. Cybersecurity & Risk Management

- Maintain strong security practices through MFA enforcement, access controls, vulnerability management, and secure configuration.
- Monitor security alerts, conduct risk assessments, and coordinate incident response.
- Train staff on cybersecurity best practices and promote a culture of secure technology use.

4. IT Operations & Support

- Provide remote support for day-to-day technological requirements for staff and core systems.

- Oversee IT service workflows including onboarding/offboarding, device management, and software provisioning.
- Maintain documentation, knowledge bases, and system inventories.
- Ensure reliable backups, disaster recovery readiness, and business continuity plans.

5. Vendor, Contract & Budget Management

- Manage relationships with cloud service providers, consultants, and managed service partners.
- Negotiate renewals, licensing, and service agreements with a focus on cost-effectiveness and organizational requirements.
- Track IT budgeting, forecasting, and procurement.

6. Project Management

- Lead technology projects including system upgrades, integrations, migrations, and process improvements.
- Document requirements, evaluate tools, coordinate timelines, manage stakeholders, and ensure adoption.
- Communicate project status, risks, and outcomes to stakeholders across departments.

7. Develop business solutions

- Collaborate with different FPMT IOF departments to develop, deploy and continuously optimize the required technology-centric interventions to further organizational goals of each, as required.

Technical Proficiencies

Software & Hardware

The IT Manager is expected to be comfortable working across a mixed hardware and software environment. This includes supporting and managing Dell (Windows) and Apple (macOS) laptops, handling device setup, security, and lifecycle management.

Required technical experience includes:

- Windows and macOS administration
- Office365
- Google Workspace administration
- Adobe applications
- Cloud-based collaboration tools
- SSH, SMTP/email routing, DNS, and general web hosting concepts
- WordPress and Moodle technology stacks (updates, plugins, themes, troubleshooting)
- Basic scripting or coding (e.g., shell scripting, simple automation, configuration work) to support integrations, diagnostics, and operational efficiency

AI & Emerging Tools

The IT Manager is expected to actively use AI-powered tools to enhance productivity, troubleshoot technical issues, improve documentation, and support automation. This includes exercising sound judgment in validating AI-generated outputs and staying informed about emerging capabilities relevant to cloud administration, cybersecurity, and operational efficiency.

Required Qualifications

- 5+ years of experience in IT administration or IT management, ideally in a nonprofit or distributed/global organization.
- Strong experience with cloud platforms including Google Workspace, Microsoft 365, Box, cloud backups, identity management, and SaaS administration.
- Solid understanding of cybersecurity, risk management, IAM, compliance, and data protection best practices.
- Hands-on experience with technical support, automation, device management, and cloud governance.
- Ability to translate technical concepts for non-technical audiences.
- Proven project management experience.

Preferred Qualifications

- Experience managing Moodle, WordPress hosting services, and DNS/email routing tools.
- Familiarity with nonprofit operations and sensitivity to FPMT's mission, values, and global community.
- Experience creating and maintaining IT policies, documentation, and SOPs.
- Relevant certification(s) such as Google Workspace Admin, Security+, or similar.

Key Competencies

- Reliability, discretion, and a security-first mindset.
- Strong communication and collaboration skills.
- Strategic thinking combined with hands-on technical proficiency.
- Ability to work calmly, independently, and effectively in a distributed team environment.
- Commitment to continuous improvement and learning.

Work Environment

- Fully cloud-based IT environment; remote-friendly with occasional in-person collaboration.
- Coordination across multiple time zones.
- May involve light travel for organizational meetings.
- Familiarity with FPMT's organization, structure, and history is a plus. Connection to the FPMT community and its spiritual tradition is welcomed and valued but not required.

How to Apply

The start date should ideally be set as soon as possible in the coming months to allow sufficient time for a smooth transition. Applications should be received by March 20. Please send a cover letter of intent with a curriculum vitae/resume to Peeyush Agarwal, Executive Director, FPMT International Office: peeyush@fpmt.org.