

VACANCY

IT Manager, Nyon (Switzerland)

Grade E (80-100%)

UNI Global Union is seeking an IT Manager to deliver, maintain and support best-in-class IT services for the organization.

The IT Manager will manage the organization's information technology systems and infrastructure. This role involves strategic planning, implementation, and maintenance of IT solutions to support UNIs objectives.

1. About UNI Global

UNI Global Union is the voice of 20 million service sector workers around the world. Working with our affiliated unions, UNI represents workers in over 150 countries in industries such as Cleaning & Security, Care, Commerce, Finance, Telecommunications, and Tech. Our Head Office is based in Nyon, Switzerland with around 55 employees.

Our mission is to build power for working people through growing strong unions and to change the rules of the game in the global labour market to ensure respect and dignity in the global workplace.

2. About the Job

As the IT Manager, you will manage the organization's information technology systems and infrastructure. The IT Manager will ensure the secure and efficient operation of all IT systems, provide technical support to UNI staff, and drive innovation to enhance productivity and efficiency.

Key Responsibilities:

1. IT Infrastructure Management:

- Manage servers, networks, and storage systems.
- Ensure the smooth functioning of hardware, operating systems, and enterprise software.
- Monitor system performance and optimize infrastructure.
- Update and continuously enhance the relevant procedures and documentations.
- Collaborate with all other service and support functions and others as necessary.

2. Security Management:

- Implement and maintain security measures to protect data and systems.
- Monitor and respond to security threats and vulnerabilities.
- Develop, enforce and maintain IT security policies, in collaboration with relevant stakeholders.

3. Technical Support:

- Act as the primary point of contact for any IT related requests or issues (modern workplace based on Microsoft 365, other cloud platforms and mobile phone support).
- Provide tier 1, tier 2, and tier 3 support to employees.
- Troubleshoot and resolve IT issues promptly while maintaining a tracking system.
- Provide audio visual and technical assistance for online and in-person meetings, as required.
- Escalate and coordinate with outsourced service providers (when required).
- Train and inform staff on IT tools, systems and best practices.

4. Vendor Management:

- Manage relationships with IT vendors and service providers.
- Evaluate and recommend vendors ensuring quality and timely delivery for IT projects and services.

5. Asset Management:

- Coordinate the procurement and implement the deployment, and maintenance of IT assets.
- Maintain inventories and proactively manage hardware lifecycle.
- Schedule repairs and ensure proper disposal of obsolete equipment.

6. Strategic Planning and Development:

- Maintain, review and implement an IT strategy aligned with organisational goals, in collaboration with relevant stakeholders.
- Collect and analyse feedback from staff and continuously improve the level of service.
- Identify opportunities for technology & innovation to enhance organisational processes.
- Conduct cost-benefit analyses for new IT projects.

7. Project and Team Management:

- Lead IT projects from inception to completion.
- Coordinate with relevant stakeholders to ensure project success.
- Manage IT budgets and timelines.
- Manage and develop the IT Team.

3. Experience & Competencies

The successful candidate will have:

- Bachelor's degree or a federal diploma of vocational training in information technology, Computer Science or related field, or equivalent.
- At least 8 years of professional experience as an IT Manager or similar role, preferably in a membership-based, Not-For-Profit or international organization.
- Strong knowledge of IT infrastructure, cloud services, and security protocols.
- Good knowledge of modern workplace technologies and trends.
- Ability to develop and execute IT strategies that meet the needs of the organization.
- ITIL + Project Management knowledge and understanding (certification would be a plus)
- Excellent problem-solving and communication skills.
- Proven ability in supporting, coaching and upskilling employees.

- Very good command of spoken and written French and English
- Strong commitment to the goals of UNI Global Union and the trade union movement.

In addition, the successful candidate will have:

- The ability to work independently and proactively within the framework of the assigned responsibilities.
- A strong sense of integrity and open mindset.
- Effective time management skills including prioritizing and handling multiple tasks.
- Act as a team player with strong communication, social skills and demonstrate an excellent collaborative work and spirit to achieve organisational goals.
- The flexibility to adapt and respond to urgent request/events that require a rapid support or intervention.
- A natural and pronounced orientation towards employees' service and support.

4. We offer

The terms and conditions of employment are according to the collective agreement existing between UNI, its employees in Nyon and their trade union.

- A state-of-the art collective agreement with attractive benefits.
- A competitive salary, Grade E, (yearly full-time gross salary of around 120'000 CHF) payable in 13 instalments.
- Excellent Pension scheme and healthcare insurance benefit.

The normal working hours of this position are 35 hours per week, Monday to Friday (for full-time employees). Occasional overtime may be required.

This position is primarily office-based, with some flexibility of remote work depending on the needs of the team and the organisation.

UNI is committed to diversity regardless of gender and age and strongly encourages applications from those with a BIPOC background, the LGBTI community and people with disabilities.

5. How to apply

If you recognize yourself in the profile sought and if you share the values of our organization, <https://uniglobalunion.org/about/>, we invite you to apply for this position on Jobup.ch <https://www.jobup.ch/en>.

Application deadline: 17th of April 2025. Interviews will take place as from the 28th of April 2025.

Start date: Ideal start date is June 1st, 2025, but further consideration will be given to the ideal candidate's availability (for an earlier or later start).

6. Data management

For us to comply with new data protection laws, UNI Global Union does not retain unsuccessful candidate applications. If you would like to know about future employment opportunities, please visit our employment website where all our vacancies are posted <http://www.uniglobalunion.org/about-us/jobs>.