GoodCitizen

The Susan Thompson Buffett Foundation
IT Manager
Location: Kigali, Rwanda

About

The Susan Thompson Buffett Foundation (STBF) is a private grant-making foundation with a U.S. home office in Omaha, NE and a global home office in Kigali, Rwanda. Our staff is comprised of over 80 individuals across two continents. With annual spending in excess of $1 billion, we are one of the largest private foundations in the U.S.

The Foundation is unusual for donors of such size as we have only two main areas of grantmaking: (1) supporting women's health and reproductive freedom in the U.S. and around the world and (2) to enable low-income students in Nebraska to attend and succeed in college. Unlike most foundations, STBF will not exist in perpetuity. After Mr. Buffett passes away (he is currently 94 years old), the Foundation's grantmaking will grow substantially, then eventually sunset after approximately 10-15 years.

Our Commitment

We are committed to creating workplace where employees thrive both personally and professionally. This includes not only creating a diverse team where everyone feels represented, respected, and included, but also embedding these values across our work and practices. All applicants who are drawn to serve our mission will enjoy equality of opportunity and fair treatment without regard to race, color, age, religion, pregnancy, sex, sexual orientation, disability, gender identity, gender expression, national origin, genetic information, veteran status, marital status, and prior protected activity.

Operations Unit Summary

The **Operations** unit manages the key components that drive organizational effectiveness, focusing on Business Operations, HR Operations, IT Operations, Global Operations, and Culture and Inclusion.

Operations ensures seamless integration of and alignment with the Foundation's mission and values. Our unit is responsible for implementing best practices, driving efficiency, and fostering collaboration across the Foundation.

IT Operations is responsible for creating and maintaining the Foundation's technology infrastructure. Our unit manages cybersecurity measures, data management, system implementations, and user support.

The Opportunity

The IT Operations Manager will report to the Director of Global IT Operations and be responsible for providing high-quality customer service-oriented technical assistance and support to users across our Africa operations. The IT Manager will be the first dedicated IT headcount based in the Kigali, Rwanda office.

To support evolving organizational needs, we have created this new full-time internal role. In addition to the responsibilities listed below, a typical "day in the life" for this role will develop and grow over time. This is a highly independent role with many opportunities for ownership and leadership in helping grow the IT infrastructure for operations in Africa. The selected candidate will need to be an adaptable team player to collaborate with the growing IT team, resourceful, and a self-starter to help define and shape the role.

In addition to being a proactive problem solver, the IT Operations Manager must also have strong situational judgment. They must have a strong sense of knowing when to take initiative independently and when to engage leadership or seek broader organizational buy-in. While this role offers significant autonomy, it operates within a larger organization where strategic decisions require team consensus and adherence to established decision-making structures. The ideal candidate will balance self-sufficiency with an understanding of organizational decision making, ensuring smooth coordination across teams and leadership.

Key Responsibilities

Employee Support
- Serve as the primary contact for Africa based employees with technology requests by promptly responding to inquiries via phone, email, or ticketing system; collaborate with other IT team members to escalate complex issues as needed.
- Understand, anticipate, and manage interdependencies between technology, operations, and the program teams.
- Interact and communicate clearly and consistently with internal stakeholders as it relates to pertinent technology-related matters.
- Support, troubleshoot, and maintain all office and meeting technology including laptops, phones, printers, and more.
- Manage employee ticket triaging and routing, information gathering, and technical documentation.

Relationship Management
- Partner with technology consultants, both in the U.S. and Rwanda, to support

any overflow employee tickets.

Technology Management
- In partnership with the leadership team, facilitate technology, inform IT policy decision-making, implement Foundation strategies, and manage IT documentation.
- In partnership with outside vendors, ensure all security, licenses and cyber risks are managed, current and monitored.
- Coordinate with IT team on equipment ordering and shipping to our Rwanda office and other Africa remote staff.
- Install, configure, and upgrade computer hardware, software, and peripherals.
- Prepare and configure end-user devices such as laptops as needed for new hires and existing employees; offboard all devices upon employee departures across Africa.

Asset Management in Collaboration with the Omaha IT Manager
- Manage all equipment inventory, based out of the Kigali office.
- Assess employee needs and coordinate any technology purchases.

Miscellaneous
- Ensure security measures are adhered to and maintain data integrity.
- Contribute to IT projects and initiatives aimed at enhancing operational efficiency.
- Stay updated with industry trends and technologies to provide proactive support.
- Work closely with the finance department to ensure all Africa-based technology-related costs are accounted for and submitted.
- Provide technical support for on-site events and meetings as needed.

These responsibilities may change or expand over time consistent with the Foundation's needs and initiatives.

Background and Experience

- Preferred: Bachelor's degree in computer science, MIS, Computer Engineering or Similar Field
- Preferred: Experience working in an environment with staff across multiple locations
- Minimum 8-10 years' experience in related IT role
- Minimum 8-10 years' of managing people relationships, projects, and processes
- Although a degree is preferred, candidates who have professional experience in excess of 10-15 years, directly related to the role, will be considered.
- Advanced experience with Windows (10 and 11)

- Advanced administrator experience with Microsoft 365, including OneDrive, SharePoint, and Teams, is required.
- Experience in supporting international employees is required.
- Experience with ticketing systems and ticket queues.
- Experience with various operating systems, networks, and IT components.
- Experience provisioning and installing various types of hardware and software.
- Experience with troubleshooting methodologies; troubleshooting network issues.

Attributes for Success

- Problem-solving: ability to identify issues, analyze problems, and implement effective solutions to improve operational efficiency.
- Communication: excellent verbal and written communication skills for interacting with team members, vendors, and other stakeholders.
- Organization and Prioritization: ability to manage multiple tasks and prioritize effectively to ensure smooth operations and meet deadlines.
- Attention to Detail: ability to focus on details while managing the broader scope of operations.
- Adaptability: flexibility to adapt to changing circumstances and address new or unforeseen challenges as they arise.
- Customer-focus: understanding of others' needs and the ability to implement processes that enhance overall satisfaction.

Shared Values

- A genuine understanding of, and appreciation for, the significance of our values: Mission, Respect for Donor Intent, Appetite for Risk and Tolerance for Failure, Diversity, Equity, and Inclusion, Humility, Passion Tempered by Objectivity and Evidence, Compassion and Love of Humanity, Honesty and Integrity, Kindness and Respect and Shared Accountability.
- An alignment with the Foundation's progressive values, including unambiguous support for individual reproductive freedom.

Location

This position is based in Kigali, Rwanda. The selected candidate may work remotely in Kigali but will be required to be in the Kigali office at least 3 days per week or as needed for support. Travel to our US office may be needed once or twice a year.

Benefits and Compensation

Compensation is determined by a variety of factors including candidate's individual qualifications, experience relative to the requirements of the role, and internal equity. STBF offers a robust and generous benefits package.

Inclusion Statement

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To Be Considered

Please submit your resume via the "Become a Candidate" button. **While the application form will prompt you to upload a cover letter, please instead submit a "Candidate Statement" document containing your responses to the questions provided below.**

Candidate Statement Questions

1. Mission Alignment
What draws you to our organization's mission, and how does it align with your values, interests, and professional experiences?

2. Building IT Systems in a Growing Organization
   a) This role requires shaping IT systems and processes as the organization grows. Reflecting on your experience, how have you built or improved IT infrastructure in a growing organization?
   b) Discuss the types of organizations and teams you have worked with (size, geographic scope), the technology systems you have implemented or managed (e.g., Microsoft 365, ticketing systems, security protocols), and how you navigated challenges to ensure adoption and efficiency across multiple locations.

3. Cross-Functional & Cross-Cultural IT Leadership
   a) Managing IT operations across multiple locations requires strong collaboration, problem-solving, and adaptability. Drawing from your experience, how have you successfully led IT initiatives across geographically and culturally diverse teams?
   b) How have you worked with internal stakeholders, external vendors, and consultants to ensure smooth IT operations and alignment across different regions?

Applications without a completed **Candidate Statement will not be considered final and may not be reviewed.** Submissions may be addressed to Jailan Adly.

Applicants applying by March 20th, 2025, will be given priority consideration, with the position open until filled. Applications will be reviewed on a rolling basis.

Candidates based in Rwanda will be given priority consideration, but we welcome applications from individuals across the East African Community (EAC).

GoodCitizen has been exclusively retained by The Susan T. Buffett Foundation to lead this search. For questions, please contact:

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