

Helen Keller Intl Job Announcement

Manager, Systems Strategy & Implementation Temporary

Full-time, 9–12 months (with potential extension)

*Remote – flexible to be based anywhere Helen Keller is a *registered employer*

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities that are striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition, and clear vision, we help millions of people create lasting change in their own lives. Working in 20 countries – across Africa, Asia, Europe, and the United States – and together with a global community of supporters, we ensure every person has the opportunity – as Helen did – to reach their true potential.

The Manager, Systems Strategy & Implementation serves as both a strategic advisor and implementation lead, balancing high-level analysis and framework development with hands-on execution. This role designs, advises, and implements frameworks, roadmaps, and tools that guide the organization's systems and process evolution.

The Manager combines analytical insight with practical delivery—helping to shape institutional strategy while also driving tangible outcomes across systems and process improvements.

This position supports Helen Keller's Systems & Applications Foundation strategic initiative, which seeks to advance:

- System frameworks, roadmaps, and implementations to improve process efficiencies;
- Staffing, skills, and Center design to strengthen staff support in the use of technology and systems;
- Standardized system platforms for process, workflow, and support management;
- A Balanced Scorecard and management dashboards to support decision-making;
- Effective knowledge management and artificial intelligence systems and tools; and
- Data-driven monitoring and organizational learning capabilities.

The ideal candidate combines strategic insight, systems thinking, and hands-on execution, ensuring that both the design and delivery of system improvements are data-driven, sustainable, and aligned with Helen Keller's mission.

This is a full time position with an expected duration of nine to twelve months; with potential extension dependent on the progression of the assignment.

Functional Relationships

The Manager reports to the Vice President, Information & Operations Systems, and collaborates closely with the staff of the Center for Data, Technology, and Systems (CDTS), as well as process and application owners across various departments. The role regularly interacts with the Executive Leadership Team (ELT) to ensure alignment and effective decision-making.

The Manager also collaborates with staff in managing director units, country offices, project teams, global centers and global functions to promote coherence, feasibility, and adoption of new systems and processes. In addition, the role interfaces with external advisors, peer networks, and the Board of Trustees, occasionally, to inform planning and implementation.

Specific Responsibilities

Systems and Architecture Planning

- Lead and advise on the development of an organization-wide systems and applications architecture roadmap that aligns enterprise platforms, integrations, and data flows with Helen Keller's strategic priorities.
- Design and produce frameworks, templates, and tools that standardize road mapping and investment planning across units.
- Facilitate and validate cross-departmental workshops to translate mapped processes and organizational effectiveness findings into actionable systems and technology requirements.
- Consult external advisors and peer networks to benchmark best practices and integrate innovative solutions into system design.

System Prioritization & Planning

- Establish and maintain criteria for assessing system and process investments, including alignment, interoperability, cost, feasibility, readiness, and AI potential.
- Facilitate structured decision-making by synthesizing input from process owners, CDTS staff, the ELT, and other stakeholders.
- Synthesize system and process analyses into evidence-based recommendations that support ELT prioritization and sequencing of initiatives.
- Embed roadmap updates into annual planning cycles to support long-term governance and accountability.
- Document resource requirements and service-level agreements (SLAs) for core applications.
- Document dependencies among systems and processes, structure sequencing plans accordingly, and support the ELT in understanding trade-offs and making informed decisions.
- Develop and deliver clear progress reports and analysis to inform leadership decisions.

Process & Knowledge Enablement

- Collaborate with process owners to validate workflows, refine requirements, and ensure technology aligns with business needs.
- Advise on process design standards and support the creation of documentation, templates, and guides.
- Convert process flows into standardized documentation to guide system development, training, and change management.
- Identify quick wins, duplications, and inefficiencies to support immediate improvements and informed decision-making.
- Engage cross-functional and country stakeholders early in process design to validate requirements and build ownership.

Center for Data, Technology, and Systems (CDTS) Development

- Lead or support CDTS development activities, including job description revisions, service-level agreements (SLAs), change management, and implementation planning.
- Identify CDTS skill gaps and define staff development and training pathways.
- Lead or support CDTS staff onboarding, orientation, and promotion across the organization.

Qualifications

- Bachelor's degree in Information Systems, Business Administration, or a related field.
- 6-8 years of experience in systems planning, enterprise applications, or process improvement in nonprofit or international development settings; or equivalent combination of education and experience.
- Management consulting experience a plus.
- Demonstrated success developing system roadmaps, frameworks, assessments, or decision-support tools
- Strong project management and analytical skills, with proven ability to organize multi-stakeholder initiatives into coherent plans.
- Experience working across functions and cultures, ideally in international NGOs or mission-driven organizations.
- Advanced degree in Information Systems, Business Administration, or a related field, preferred.
- Experience with enterprise systems (ERP, HR, finance, or workflow platforms) and knowledge of automation tools, preferred.
- Familiarity with balanced scorecard frameworks and organizational effectiveness approaches, preferred.
- Understanding of AI and automation opportunities in administrative and program functions, preferred.
- Excellent communication skills, with the ability to translate technical concepts for non-technical audiences.

- Strong judgment, organizational skills, and the ability to manage competing priorities in a fast-paced environment.
- Experience supporting executive leadership, managing cross-functional initiatives, and coordinating meetings and communications.
- Demonstrated ability to influence across a matrixed, multicultural organization without direct authority.
- Proven success in driving organizational change and influence across diverse teams and geographies.
- Highly proficient with MS Office Suite (especially PowerPoint and Excel); experience with dashboard or data visualization tools (e.g., Power BI, Tableau) a plus.
- Excellent written and spoken English required; proficiency in French is highly desirable.
- Ability and willingness to:
 - Align work schedule for at least 3 hours overlap during the working hours between 9 am – 5pm (Eastern)
 - flex working hours to accommodate multiple time zones, as needed.

Fairness, Belonging and Zero Tolerance to Abuse

As a member of the Helen Keller Family, each employee is expected to:

- Help to develop and maintain an environment that welcomes and develops a multi-cultural workforce with varied lived experiences and identities.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Helen Keller family, stakeholders in general, and particularly for the communities we serve.
- Follow Helen Keller Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values.

Compensation

Helen Keller offers a comprehensive rewards package, including health and dental coverage, paid leave, and professional development. Specific offerings may vary by country in accordance with local laws.

The compensation for this position will be aligned with the local salary structure. Within the US, the full-time annualized range for this position is \$81,600 to \$122,400 with a midpoint of \$102,000.

To Apply

Qualified candidates should submit a cover letter and resume to HKI.Recruitment@hki.org. Applications will be accepted until the position is filled.

In the spirit of the extraordinary ability and vision of our founder, Helen Keller Intl fosters an environment of fairness and belonging for our workforce.

Helen Keller Intl is an Equal Opportunity Employer. We are committed to the principles of equal employment opportunity for all employees and applicants for employment.

***Locations where Helen Keller is a registered employer:** Bangladesh, Burkina Faso, Cambodia, Cameroon, Cote d'Ivoire, DR Congo, Guinea, Kenya, Mali, Madagascar, Mozambique, Nepal, Niger, Nigeria, Philippines, Senegal, Sierra Leone, Tanzania, and United States: (California, Colorado, Connecticut, District of Columbia (DC), Florida, Georgia, Hawaii, Idaho, Louisiana, Maine, Maryland, Massachusetts, Minnesota, New Jersey, New York, North Carolina, Ohio, Oregon, Pennsylvania, South Carolina, Texas, Vermont, Virginia Washington, and Wisconsin).