



Technology Specialist

Finance and Operations

“The people who are crazy enough to think they can change the world, are the ones who do.”
- Steve Jobs

Teach For Malaysia is an independent, not-for-profit organisation on a mission to empower our nation through education. We believe that a child's education and future should not be determined by his or her circumstances in life. Thousands of students don't have the chance to realise their potential because of many socioeconomic factors, like how much their parents earn or where they were born/live.

We recruit, train and support our country's rising generation of leaders to teach in high-need schools across the nation, through our 2030 strategy consisting of 2 flagship programmes which is the Teach For Malaysia Fellowship and Program Duta Guru - our two-year leadership development programmes focused on growing leaders across the education system. We've impacted over 150,000 students and worked with the Ministry of Education and other corporate and social sector partners to collectively bring transformation to the education system. Beyond the Fellowship and Program Duta Guru, our growing network of Alumni, education champions and supporters are lifelong advocates for education and expanding opportunities for students, working as a movement to build an ecosystem of solutions at all levels of society - from the classroom to the boardroom.

As we celebrate TFM's 10 years of existence and impact, we are looking for champions to join our team in this movement of change - people who share our vision, mission, and core values (Sense of Possibility, Excellence, Collaboration, and Integrity) - so that we can collectively work towards expanding our impact. Alignment to our vision, mission and values are integral to TFM's culture to ensure long-term, sustainable success and to realise our mission to:

Build a movement of leaders in the education ecosystem to empower all children in Malaysia to realise their potential

Our collaborative working environment opens up many opportunities for you to expand your network and lead your own learning, alongside other team members, Fellows and Alumni, corporate partners, the Ministry of Education, and other education stakeholders. Teach For Malaysia is also a partner in the Global Education Network, Teach For All. While our compensation package is fair and competitive, we do not expect this to be your key reason for joining us. After all, we are not just offering you a job; we are looking for a like-minded future leader to grow with us and help us achieve our mission.

Role: Technology Specialist
Start Date: Immediate
Employment Type: Full-time, 1-Year Contract (Renewable)
Location: Kuala Lumpur, Malaysia

OBJECTIVE OF THE ROLE

This role supports the organisation in planning and building the technological infrastructure of the organisation and enhancing TFM's impact by digitalising operations and processes to increase effectiveness and efficiency. The role also works towards ensuring information and data integrity, flow and knowledge management within the organisation and with external parties are strong.

MISSION FOR THE ROLE

This role will support Teach For Malaysia's technology initiatives by fostering innovation identifying current and future functional and individual technology needs.

DUTIES AND RESPONSIBILITIES

Lead Technology Maintenance, Implementation and Adoption Across the Organisation

- Direct the overall strategy and architecture for Teach For Malaysia's information technology initiatives across all pillars in the 2030 Strategy House by fostering innovation, identifying current and future functional and individual technology needs, implementing a robust IT system
- Maintain all tech systems in the organization so that all staff can operate efficiently and effectively without being held back by technological distractions and challenges. This includes: e-mail administration; technology upgrades; working with vendors to solve hardware issues; hardware and software solutions for document storage
- Collaborate with Office Manager to ensure upkeep of laptops, printers, internet network connection, and other related equipment
- Maintain and purchase relevant software; purchase and upkeep of software licenses and customer relationship management (CRM) licenses
- Research, evaluate, identify and enlist necessary vendors to support the execution of the organisation's IT strategy.
- Manage our domain on Google Workplace or other relevant platforms including documents, account management and administration
- Provide helpdesk support to staff for hardware or tech issues.

Adoption and Development of Existing and New Software /Technology Platforms

- Work with various functional areas to develop, implement and maintain CRM solutions (Salesforce) to potentially programmatic areas, fundraising efforts and administrative information
- Revise existing data and reporting systems, researching and adding applications as needed and updating current Salesforce fields to better serve the needs of the team
- Integrate other technology (Slack, survey systems, websites, etc.) with Salesforce or other identified technological solutions.
- Develop and maintain the technology infrastructure of the organisation by overseeing new system facilitation and current system enhancements
- Suggest, source and maintain both in-house as well as outsourced technology applications that will enhance productivity

Developing and upholding IT policies and procedures

- Develop and maintain IT policies and procedures, including steps to protect our data and information integrity and ensure alignment with Personal Data Protection Act 2010
- Set up cybersecurity systems and safeguards to ensure data and information are protected
- Set up inventory systems to manage TFM IT assets responsibly

- Training staff, Fellows and the wider Movement on data protection and confidentiality and monitor for compliance with all the policies and procedures of the organisation and the laws of Malaysia

Facilitate Technology Upskilling and Trainings for the Movement

- Run training and assist in the delivery of technology-related training sessions
- Ensure that all staff are fully trained in data and technology to successfully do their roles. Conduct new staff training and refresher training for current staff

Project Management

- Drive the development of strategy in aligning TFM's needs and impact with technology-based solutions
- Steward relationships with technology vendors and other relevant stakeholders to drive the organisation's adoption of various technological and digital solutions
- Project manage the end-to-end adoption and migration of various softwares identified by the organisation, with the support of external vendors and team lead

KEY MEASURES OF SUCCESS

- Migration of current knowledge management portal to a newly identified platform.
- Crafting and implementation of data protection and privacy policies.
- Digitalisation of operations and processes across the organisation through the adoption of an integrated data management software across the organisation

REQUIRED COMPETENCIES

- Aligned to TFM Core Values: Sense of Possibility, Excellence, Collaboration & Integrity
- Passion for TFM's mission, the education field, and developing people's potential
- Proactive self-starter with the ability to manage multiple streams of work, and independently prioritise tasks
- Strong desire to learn new things and grow professionally
- Excellent project management and organisational skills with the ability to assess, prioritise and manage a varied workload, in a dynamic environment

Role-Specific Competencies

- Experience with web, CMS, multiple productivity softwares and server management Knowledge of PHP a plus
- Thorough knowledge of multiple Operating Systems, basic computing hardware, and network administration Experience with system protocols/services such as DNS, SSH, SMTP and HTML
- Expertise with customer relations management (CRM) database customization and administration, preferably Salesforce
- A background in server and network administration is desirable
- Passionate and willing to embrace the use of technology to drive and increase efficiency, effectiveness, productivity and impact
- Able to work independently and efficiently to meet deadlines.
- Able to promptly answer support related email, phone calls and other electronic communications
- Self motivated, detail-oriented and organized
- Experience with hardware and software management is preferred
- Strong willingness to learn and adopt digital solutions to transform the way we work
- Be comfortable working with data systems and generating reports or dashboards for analyses
- Ability to effectively facilitate communication between the programmatic areas of the organisation, the technology side, and the end user
- Advanced analytical and trouble-shooting abilities
- Flexibility to work after normal business hours (occasionally) in cases of urgent troubleshooting issues

Leadership Experience & Team Adaptability

- Ability to be adaptable in an entrepreneurial, fast-paced, and dynamic environment
- Strong interpersonal skills and ability to work collaboratively with all levels of employees and stakeholders
- Able to think strategically, critically, innovatively, and in a resourceful manner
- Able to build and maintain good relationships with internal and external stakeholders

Language & Technical Proficiency

- Strong written and verbal skills and excellent proficiency in English
- Excellent proficiency in Google Workplace, Google Admin, Microsoft Word, Powerpoint, Excel, and other productivity software/apps
- Proficiency in HTML, CSS, JavaScript and Python
- Proficiency in Salesforce and Power BI is highly preferred
- Willing and able to readily adopt and utilise any database or technological platform / application

Years of experience & qualification

- Minimum 4 years working experience.
- At least 2 years experience in any technology or digital transformation related role is preferred. Those without relevant experience but with strong project management skills as well as fast and keen learners of technology will be considered.
- Bachelor's Degree required. Any major in the information technology field is preferred but not mandatory.

APPLICATION

Please scan the following QR code or click on [this link](#) to submit your application through the application form.



Due to the volume of applications we receive, we apologise that we will not be able to respond to all applicants - only shortlisted candidates will be contacted.