IT Support Technician
Location: Brazil/Mexico

Job Purpose and Background

Are you passionate about securing the future of the planet by preventing catastrophic climate change? Do you want to apply your considerable creativity, energy, and digital expertise at the cutting edge of corporate climate action in one of the world’s fastest growing sustainability initiatives?

The Science Based Targets initiative (SBTi) has an exciting opportunity for an IT Technician. Joining the growing digital function within the SBTi’s global operations team, you will collaborate closely with other teams to ensure that the SBTi technology infrastructure is well supported and service excellence is at the core of the organization.

About you

You have a strong understanding of service management and are naturally motivated to not only solve problems but develop methods to prevent them. You are highly structured and approach work methodically while constantly seeking improvement. You are comfortable working with people and presenting in front of groups. You have an understanding of what robust IT policy & governance looks like. Above all, service excellence that scales is something you strive for. English is the working language at SBTi and ability to communicate at a business fluent level is needed.

About the Science Based Targets initiative

The Science Based Targets initiative (SBTi) is a global body enabling businesses and financial institutions to set ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies across the world to halve emissions before 2030 and achieve net-zero emissions before 2050.

The initiative is a collaboration between the United Nations Global Compact, World Resources Institute (WRI) and the World Wide Fund for Nature (WWF) and one of the We Mean Business Coalition commitments. The SBTi defines and promotes best practice in science-based target setting, offers resources and guidance to reduce barriers to adoption, and independently assesses and approves organizations’ targets. www.sciencebasedtargets.org @sciencetargets.

Key responsibilities

● Support core IT infrastructure and be the primary point of contact for the organization;
● Build and maintain relationships with key IT stakeholders to ensure tickets are routed to the right people who can resolve them;
● With the support of the technology team, develop IT governance, processes, documentation, and best practices to both support the department and the use of IT tools in
Develop a comprehensive IT security strategy covering both the local environment and spanning cloud applications that SBTi uses;

Perform periodic training, audits, penetration tests and communication to build awareness for technology and IT security within the organization and propagate standards and best practices;

Support IT security strategy for cloud based IT infrastructure and ensure periodic testing is performed to identify and resolve gaps;

**Essential skills and experience**

- Experience with solving unstructured problems in a variety of IT environments and contexts;
- Specific experience in IT environments using a cloud, Google, O365, Slack etc;
- Experience with access management, data security, designing secure but flexible file systems;
- Understanding of IT Service Management, service levels, and having a structured way of maintaining systems and standards;
- Ability to work remotely and flexibly in a global environment with limited direct supervision;

**What we offer**

- Competitive NGO salary;
- Working in one of the most successful and fastest-growing initiatives driving climate action;
- Exciting and challenging tasks in a dynamic, international, innovative, and motivated team;
- Training and development;
- Attractive holiday package;

**How to apply**

Email your CV and a cover letter setting out how you meet the required skills and experience or key responsibilities along with your salary expectations, which should be no more than two pages together, to careers@sciencebasedtargets.org with IT Technician followed by your first name and surname in the subject.

The SBTi is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from candidates of all identities and backgrounds, and do not discriminate on the basis of race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.