

Job title: Manager, IT
Reports to: Director, Operations
Based in: NYC
Work setting: Hybrid, 3 days in the NYC Office

The compensation range for this role is between **\$120,000 - \$133,000**. This range is inclusive of a performance-based bonus, which is based on both team and individual performance, and is paid out annually. Our salary ranges are determined by location, work experience, and the role.

To apply, please send the English version of your resume and cover letter to careers@tent.org. If your background aligns with our needs, a member of our team will be in touch.

About Tent Partnership for Refugees:

With more and more refugees displaced around the world for longer periods of time, businesses play a critical role in helping refugees integrate economically in their new communities. The Tent Partnership for Refugees was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize leading businesses to help connect refugees to work. Today, Tent is a global network of over 500 major companies committed to hiring, training, and mentoring refugees. Find out more at www.tent.org.

About the role:

Tent is seeking a highly motivated, hands-on, and solutions-oriented IT professional with strong technical expertise, exceptional problem-solving abilities, and excellent communication and organizational skills to join our global team. The IT Manager will be responsible for overseeing and supporting all aspects of technology across our multi-national organisation, ensuring that our systems, devices, tools, and users are fully supported in a fast-paced, highly collaborative environment.

In this role, you will manage our full IT ecosystem. including user setup and offboarding, device deployment and maintenance, software administration, security protocols, and collaboration tools, while working closely with colleagues across multiple time zones. You will provide day-to-day technical support, lead troubleshooting and incident response, and proactively identify opportunities to strengthen our infrastructure, improve user experience, and enhance operational efficiency.

Key responsibilities:

- Provide hardware, software, and access support for local and remote users.
- Administer Microsoft 365 services, including Exchange, SharePoint, Teams, OneDrive, and Power BI.
- Manage devices via Intune, including setup, compliance, patching, and monitoring.
- Oversee device lifecycle, inventory, procurement, and vendor coordination.
- Maintain system performance, backups, updates, and basic network stability.

- Support conference room hardware, cameras, audio equipment, and meeting platforms.
- Handle security tooling, alerts, and response tasks.
- Ensure adherence to data protection, privacy, and regulatory compliance best practices.
- Lead upgrades, migrations, and new system deployments.
- Document processes, configurations, and user guides.
- Collaborate with leadership on technology planning and improvements.

What we are looking for:

Tent Culture:

*At Tent, every team member is guided by five core principles — **DOERS** — that define not just what we do, but how we do it. These principles are the behavioural foundation of our team, and we look for them in everyone who joins us.*

- **Dedicated to Our Mission** — You are genuinely invested in refugee economic integration. You take ownership of your work and go beyond your role when the mission requires it.
- **Obsessed with Impact** — You act with urgency and tenacity, and take personal accountability for results. You don't stop at effort — you care about what actually gets done.
- **Excellent in Execution** — You operate at the highest standards in everything you do. You bring precision and follow-through to your work and hold yourself to a bar that goes beyond what is required.
- **Relentless at Improving** — You proactively identify better ways of working and don't wait to be told to iterate. You are open to feedback and actively seek it.
- **Stronger through Collaboration** — You thrive in team environments, communicate openly, and build trust with colleagues and external partners alike.

Essential skills/experience:

- 3 years supporting IT systems in a technical IT role.
- 3 years administering Microsoft 365 services.
- 1–3 years managing an IT environment.
- Ability to support users and troubleshoot endpoint device issues.
- Experience with Azure cloud services, particularly: Azure Data Factory or similar ETL/data integration tools, Azure Storage, Azure SQL, or data lake/warehouse concepts
- Knowledge of identity, access, and security management in cloud environments.
- Knowledge of patch management and vulnerability remediation.
- Awareness of data protection, privacy, and regulatory compliance best practices.
- Basic network security knowledge, including firewalls, VPNs and secure remote access.
- Basic network fundamentals knowledge (LAN/WAN, Wi-Fi, switching).
- Working knowledge of data integration from SaaS platforms (e.g., APIs, CSV exports, connectors)
- Understanding of data governance principles: access control, audit logging, data classification, GDPR requirements
- Basic Python or scripting skills for automation and data workflows.
- Comfort working with databases, SQL queries, and data modeling concepts

Desired qualities:

- Ability to work independently across multiple time zones.
- Familiarity with Microsoft Fabric (or willingness to learn rapidly)
- Experience with AI/LLM and RAG tools (Azure OpenAI, ChatGPT, or similar) a strong plus—even if just as a power user
- Clear communication with technical and non-technical users.
- Hands-on, proactive, and accountable approach.

Tent is an equal opportunity employer. Tent will not discriminate against any applicant for employment on any basis including, but not limited to: race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, marital status, predisposing genetic characteristics and genetic information, or any other classification protected by federal, state and local laws. We are dedicated to ensuring that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.