

Job/Role Title	NetSuite Manager
Division	Internal Facing
Grade	F
Location	Regional
Responsible to	Director, Financial Management
Date	January 2023

Role Purpose: To ensure effective and efficient management of the NetSuite, Pyango, NetSuite Planning and Budgeting (NSPB) tool and any other Financial Systems across IPPF.

Context of role:

- The role reports to the Head of Finance - Hub.
- The role is part of the vertically integrated Finance, Admin and IT functions.
- It is an internal facing role focused on all matters relating to the management and maintenance of NetSuite One World and integrated products like NSBP, Pyango etc.
- Adhere to the safeguarding reporting and monitoring requirements of this role.

Management responsibility/reporting

- The role will be responsible for managing the Ticket Administrator function, which will be outsourced.

Role Deliverables

- Lead the continued optimization and improvement of IPPF’s NetSuite One World instance.
- Responsible for timely response to all tickets raised relating to NetSuite One World and other integrated products.
- Responsible for supporting review and management of master data files, including set up and removal of incoming and outgoing employees and their access rights, roles and responsibilities, delegation of authority, supplier lists, workflows, etc.
- Plan & Manage change management requests, including understanding the change required, configure the change, get the user acceptance testing and migration of data, if required. This could include, besides others, setup of forms, workflows, reports, and set up of saved search, etc.
- Undertake routine maintenance including timely and regular update of the IPPF NetSuite sandbox.
- Responsible for setting up access rights that include mapping of user roles and permissions and liaise with global IT colleagues to facilitate deployment of Multi Factor Authentication (MFA).
- Provide user training and ongoing support, both in situ and on-line, for the finance and other teams in collaboration with the project teams, as and where required.
- Lead location wise set up period, quarterly reporting and the ongoing monitoring and maintenance of reports and saved searches.
- Identify gaps, find solutions, and get it signed off from the functional lead to roll out the solution in NetSuite and other integrated products.
- Support and enable a safe environment, adhering to the safeguarding reporting and monitoring requirements of this role.

Key Skills/Expertise:

- Expert knowledge and experience in managing NetSuite One World solution preferably as an Administrator.
- Experience with SuiteScript, workflows, and NetSuite administrator certification
- A degree in Computer Science or Information Systems.
- A good accounting knowledge.

- Expertise Prior experience leading, coaching, and mentoring direct reports.
- Direct experience managing NetSuite vendor relationship and NetSuite professional services vendor relationship.
- Demonstrated understanding of segregation of duties and how to apply in NetSuite system.
- Deep understanding of core NetSuite features and standard processes, operational reporting and analytics, workflow automation, customization, and integration capabilities
- Proven skills to work effectively across internal functional areas in dynamic/fluid situations.
- Good oral and written communication skills
- Structured thinker and effective communicator, comfortable interacting with constituents
- Excellent interpersonal skills with a demonstrated ability to work in a cross functional team environment.
- Excellent attention to detail and complex problem solving capabilities.
- Demonstrate an understanding of and commitment to safeguarding in a local and international context.
- Demonstrates ability and willingness to work in a diverse, multicultural, multilingual and intergenerational environment that is anti-racist and respectful of others.
- An intersectional (pro) feminist passionate about sexual reproductive health care rights + justice, including safe abortion.
- Supportive of people's rights regardless of sexuality or gender identity/expression and supportive of worker's rights and access to health care in sex work.

IPPF is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers, contractors, and partners to share this commitment. Anyone employed with IPPF agrees to sign and adhere to IPPF's Code of Conduct and Safeguarding (Children and Vulnerable Adults) Policy.