



Are you looking for a challenging job opportunity at a growing non-government organisation in a passionate and dedicated team? The Child's Dream Regional Office in Chiang Mai, Thailand is seeking an ambitious

Regional Head of IT

Starting date of position – as soon as possible

Together as a team, we at Child's Dream are here to empower people in the Mekong Sub-Region. We do this by working in partnerships with communities to improve the health and education of their children, youth and young adults for sustainable development.

Our Regional IT Team is seeking an experienced, hands-on IT professional to oversee IT operations across our offices, combining hands-on leadership with strategic responsibility to ensure secure, reliable, and efficient systems that support our mission.

Your duties and responsibilities include but are not limited to, the following:

- Provide strategic direction for IT and translate strategy into practical, implementable actions that support offices across the region
- Oversee and coordinate day-to-day IT operations across all offices in the region, ensuring secure, reliable, and efficient systems
- Lead, coach, and mentor the IT team, combining people development with hands-on operational leadership and enabling team members to perform at their best
- Take an active, hands-on role in IT operations where needed
- Support and advise offices across the region on IT-related matters, tools, and solutions
- Ensure business continuity, system stability, data security, and appropriate access controls
- Guide the ongoing development of fit-for-purpose IT governance, policies, and processes
- Lead or contribute to IT projects, system improvements, and longer-term technology initiatives
- Manage external IT service providers and vendor relationships
- Promote continuous improvement and pragmatic, user-focused IT solutions

We are seeking for a person who meets the following criteria:

Education and work experience

- Strong interest in working for an NGO and contributing to Child's Dream's vision and mission.
- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Minimum **10 years of experience** in IT service delivery, infrastructure, or systems management.
- At least **5 years of leadership experience**, with responsibility for overseeing IT operations and improvement initiatives.

Hard skills

- Strong, practical IT background covering infrastructure, systems, security, and user support.
- Solid experience administering and supporting Google Workspace (user management, access controls, security, collaboration tools).
- Ability to provide IT strategic direction and translate strategy into practical, workable solutions.

- Proven experience developing and maintaining IT policies, procedures, and technical documentation.
- Sound understanding of IT security, data protection, and business continuity.
- Experience managing external IT service providers and vendors.
- Experience leading or contributing to IT projects and system improvements.

Soft skills

- Service-minded and supportive, with a commitment to helping staff feel confident using IT systems
- Hands-on and responsible, willing to engage directly in operational tasks when required.
- Proven ability to lead, coach, and mentor a small team, fostering collaboration, trust, and performance.
- Strong interpersonal skills with a collaborative, trust-building approach.
- Clear and empathetic communicator, able to work effectively with both technical and non-technical stakeholders.
- Excellent organisational and time-management skills, with strong attention to detail.
- Adaptable, proactive, and committed to continuous improvement in evolving environments.

Language skills

- Advanced proficiency in written and spoken English is required.

Other requirements

- Availability on call for any urgent IT issues which may arise.
- Occasional travel to other offices.
- Based in Chiang Mai, Thailand.

What we offer:

- A full-time position in our office in Chiang Mai with an unlimited contract.
- A multicultural working environment with a team of more than 10 nationalities.
- A working culture based on trust, constant exchange, lean hierarchy and constant learning and development.
- Salary will be based on the relevant work experience, skills and knowledge plus, monetary and non-monetary benefits.

Did we spark your interest? Wonderful! Please apply in English with your motivational letter, resume, salary expectations, university transcripts, and two references.

Submit your application here: [>> LINK <<](#)

The application deadline is **18th January 2026**.

We will of course confirm that we have received your application and get in contact with you again if you are selected for an interview.