

SOCIAL VALUE MALAYSIA

Job Description

Position: IT Executive

Organisation: Social Value Malaysia (SVM)

Location: Kuala Lumpur, Malaysia

Employment Type: Full-Time

About Social Value Malaysia

Social Value Malaysia (SVM) is a purpose-driven organisation advancing social value principles across Malaysia, partnering with businesses, government, and civil society to embed meaningful social, economic, and environmental outcomes into decision-making. As we grow our reach and impact, technology — including artificial intelligence — plays an increasingly critical role in enabling our work.

Role Overview

We are looking for a resourceful and proactive IT Executive to manage and maintain all technology systems and applications used across SVM. This is a hands-on, all-rounder role suited to someone who thrives in a lean environment — capable of keeping day-to-day IT operations running smoothly, supporting system integrations, and ensuring the organisation's digital infrastructure remains secure and resilient.

The ideal candidate is not just technically competent, but also a trusted advisor who can guide SVM's leadership and staff on technology decisions, cybersecurity risks, digital best practices, and the responsible adoption of AI tools to enhance organisational effectiveness.

Key Responsibilities

IT Systems & Application Management

- Serve as the primary administrator for all IT systems, software, and applications used by SVM — including productivity suites, collaboration platforms, cloud services, and any sector-specific tools
- Manage user accounts, access rights, licences, and software subscriptions across all platforms
- Ensure all systems are up-to-date, properly configured, and performing optimally at all times
- Provide first and second-line technical support to staff, troubleshooting hardware, software, and connectivity issues
- Maintain an accurate and up-to-date inventory of all IT assets, systems, and software licences
- Evaluate, recommend, and onboard new tools or platforms as organisational needs evolve

AI Tools & Emerging Technologies

- Identify, evaluate, and recommend AI tools and platforms that can improve SVM's productivity, research, reporting, and operational workflows (e.g., AI writing assistants, data analysis tools, document automation)
- Support the organisation-wide adoption of AI tools by developing usage guidelines, conducting onboarding sessions, and providing ongoing staff training
- Advise leadership on responsible and ethical AI use, including data privacy considerations, bias risks, and compliance with relevant regulations
- Monitor developments in AI and emerging technologies relevant to the social impact and consultancy sector, and proactively share recommendations with the team

- Work with consultancy staff to explore AI-assisted approaches for social value measurement, stakeholder analysis, and impact reporting
- Ensure AI tools used by SVM meet organisational data governance standards and do not compromise confidential client or stakeholder information

System Integration

- Identify opportunities to improve operational efficiency through simple system integrations and workflow automation
- Implement and maintain basic integrations between platforms (e.g., CRM, project management tools, finance software, communication and collaboration platforms)
- Work with APIs, webhooks, and low-code/no-code automation tools to connect systems and reduce manual processes
- Liaise with external vendors, developers, or service providers for more complex technical requirements
- Document all integration workflows, data flows, and system configurations clearly and accurately

Cybersecurity

- Conduct periodic assessments of SVM's cybersecurity posture and proactively identify areas of risk
- Implement and enforce cybersecurity best practices including access controls, password policies, multi-factor authentication (MFA), and data backup protocols
- Advise leadership and staff on cybersecurity risks, safe digital practices, and organisational data governance
- Monitor systems for unusual or suspicious activity and respond promptly to potential security incidents
- Ensure organisational data handling is compliant with Malaysia's Personal Data Protection Act (PDPA) and relevant data protection standards
- Develop and maintain an IT security policy, data classification guidelines, and a basic incident response plan
- Conduct regular staff awareness sessions on cybersecurity hygiene, phishing prevention, and safe AI tool usage

IT Planning & Vendor Management

- Support SVM's digital growth by recommending appropriate technology solutions — including AI-powered platforms — aligned with the organisation's mission and budget
- Manage relationships with IT vendors, service providers, cloud platforms, and software suppliers
- Assist in annual IT budgeting, procurement planning, and technology roadmap development
- Prepare and maintain IT documentation including user guides, standard operating procedures (SOPs), and system architecture records

Requirements

Qualifications

- Diploma or Bachelor's degree in Information Technology, Computer Science, Software Engineering, or a related field
- Relevant certifications are an advantage, including: CompTIA Security+, Microsoft 365 Administrator, Google Workspace Admin, AWS Cloud Practitioner, or equivalent

Experience

- Minimum 3–5 years of experience in an IT support, systems administration, or IT executive role

- Demonstrated experience managing cloud-based productivity and collaboration tools (e.g., Microsoft 365, Google Workspace)
- Hands-on experience with basic system integrations, APIs, or workflow automation platforms
- Working familiarity with cybersecurity principles, frameworks (e.g., NIST, ISO 27001 basics), and best practices
- Experience working in a small organisation, non-profit, or lean team environment is an advantage

Skills & Competencies

- Solid working knowledge of networking fundamentals, cloud infrastructure, and SaaS platform administration
- Understanding of cybersecurity concepts including threat management, data protection, access control, and PDPA compliance
- Familiarity with AI productivity tools (e.g., Microsoft Copilot, ChatGPT, Google Gemini, Notion AI) and ability to assess their suitability for organisational use
- Ability to communicate technical concepts clearly and practically to non-technical staff and senior leadership
- Strong problem-solving skills with a proactive, solution-oriented approach
- Organised, detail-oriented, and able to manage multiple systems and priorities simultaneously
- Self-motivated and comfortable working independently in a small, mission-driven team
- Good written and verbal communication skills in English and Bahasa Malaysia

Added Advantage

- Experience evaluating or implementing AI tools in an organisational setting
- Experience with data visualisation tools (e.g., Power BI, Tableau, Google Looker Studio) or basic database management
- Familiarity with project management and collaboration platforms (e.g., Asana, Notion, Monday.com, Trello, Slack)
- Exposure to CRM systems, grant management platforms, or finance/accounting software
- Knowledge of Malaysia's PDPA and broader regional data governance frameworks

What We Offer

- A meaningful role where your technical expertise directly supports Malaysia's social value and impact ecosystem
- Exposure to a wide range of systems, technologies, and cross-functional projects including AI adoption initiatives
- A collaborative, purpose-driven, and inclusive work culture
- Competitive remuneration commensurate with experience
- Support for professional development and relevant IT certifications
- Flexible working arrangements where applicable

How to Apply

Interested candidates are invited to submit their CV and a brief cover letter at <https://forms.gle/auDmYakQZiKVqtaL9> by 30th May 2026.

Only shortlisted candidates will be contacted.