

TERMS OF REFERENCE

Information Technology Officer

The International Water Association is a worldwide network for water professionals and corporations, with a membership in the fields of water services, infrastructure engineering and consulting. It connects more than 10,000 experts within the international water sector. IWA is a network structured to promote multi-level collaboration among its diverse membership groups, to share the benefit of knowledge on water science, technology and management worldwide.

Each year, IWA organizes and sponsors over 40 specialized conferences and seminars on a wide variety of water and sanitation topics worldwide. Further, IWA publishes 12 scientific journals and 40+ books per year. IWA develops leading edge innovations and synthesizes these through the work of 50 IWA Specialist Groups (SGs), 3 Clusters and a set of global programmes such as, Cities of the Future, Basins of the Future, Digitalization of Water, and Innovators Platform.

IWA has a worldwide staff of approximately 50, with headquarters in London and offices in The Hague (Netherlands), Beijing and Nanjing (China), and Chennai (India).

Under the general supervision of the Director - IT & Digital Transformation, the primary responsibilities of the IT Officer are:

- Support execution of the digital program to achieve superior membership engagement.
- Support IT director in the design & execution of new digital strategy for IWA.
- Support the execution of new projects from inception through to delivery into a production environment. Some of the projects are CRM, content management & integration to existing platforms like IWA Connect (CMS), project management, financial management and web platforms.
- One of the key success criteria for this role would be business partnering – to understand the user requirements and convert to technical specifications to work with IT vendors.
- Perform the key user trainings and change management in the assigned projects.
- Work with stakeholders in key project activities related to data collection, data cleansing, data transformation for all master data & transactional data.

- Work on integrations, APIs and technical specification after understanding the architecture & data structures.
- Regular system support – the incumbent needs to act as the first point of contact for key users, need to manage incident management, system configuration and trouble shooting. Needs to be hands-on & flexible to learn new systems.
- Support the IT Director in impact analysis of new change requests. Perform minor configurations based on business requirements. Work closely with the development team and define specification documentations for changes.
- Act as custodian for integrity of systems. Be assertive and manage user expectations, if changes are not feasible.
- Support IT Director in managing relationships with key vendors and perform regular governance of the services offered and escalate issues when required.

EXPERIENCE REQUIRED

- Minimum professional experience of 5 years;
- Experience in implementing CRM (Salesforce or others), CMS tools;
- Experience working as a part of CRM or other business applications implementation/ roll out projects desirable;
- Exposure to business applications; some exposure to infrastructure desirable, but not mandatory;
- Good user engagement, business partnering skills;
- Experience in platform integration and API;
- Understanding of and experience with database concepts;
- Flexibility to learn new tools and hands on with configuration, trouble shooting, system integration;
- Flair for digital technologies;
- Dealing with 3rd parties and IT vendors;

EDUCATIONAL QUALIFICATIONS

- A degree in Information Technology, Computer Science or related fields

- Project management certifications (PMP, PRINCE2 etc)

BEHAVIORAL COMPETENCIES

- Ability to look into the finer details while executing a project
- Good communication skills
- Ability to work with multi-cultural teams
- Manage multiple competing priorities & projects
- Good time management
- Challenging the status quo

DESIRABLE:

- Experience working in membership based firms

Work percentage: 100% (40 hours per week)

Starting date: October 2019

Duty station: London (flexibility to travel frequently to The Netherlands)

Reporting to: Director - IT & Digital Transformation

How to apply:

Applicants are asked to submit their CV in English and a supporting letter of motivation along with the names and contact details of two referees.

Applications should be submitted by e-mail before 31st August 2019 to: IWA Human Resources department, Ms. Thais Gonçalves, recruitment@iwahq.org.

IWA is an equal opportunity employer.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED