



JOB DESCRIPTION – IT & Database Supervisor

Job Title	<i>IT & Database Supervisor</i>
Reports to	Technical Manager
Working hours	Full-time, 37.5 hours
Salary Grade	<i>(G4, starting between £34,589.67-£40,309.85)</i>
Department	Technical
Summary of Role	<ul style="list-style-type: none"> To supervise both IT infrastructure development and IT support service provided by the Technical Department To supervise the development and maintenance of IWC databases and web technologies To be responsible for the systems and practices which ensure that the IWC is compliant with Data Protection legislation
Key Roles & Responsibilities	<p>Core IT</p> <ul style="list-style-type: none"> Supervise the administration and maintenance of the core IT infrastructure, including network, devices, document-delivery, remote-working and server hardware, minimizing disruption and ensuring business continuity Support and management of software subscriptions and licences The purchase of IT supplies through nominated suppliers Providing documentation and guides for key processes and procedures Ensuring all systems are secure with appropriate backups and updates to protect IWC assets in accordance with company policy and relevant regulations, ensuring systems are PCI and GDPR compliant where appropriate Explore potential new technologies to assist with tasks identified by the Secretariat, Commission and its sub-Committees Administer and maintain the Red House VOIP telephone system (Teams) <p>Development</p> <ul style="list-style-type: none"> Supervise the development, maintenance and continual improvement of IWC websites, databases, web and mobile applications Working with project owners, generate project tender specifications <p>Other</p> <ul style="list-style-type: none"> Manage the stock of technical and IT equipment and refresh as appropriate Ensuring staff are up to date with relevant changes to IT infrastructure, and provide training and updates as required Assist in setup of working spaces at IWC off-site meetings, taking the lead on provision of internet, printing, registration equipment and staff devices Supervise the Audio Visual and remote-conferencing resources of IWC meetings, both at the Red House and offsite and ensure the proceedings are recorded for archiving and streamed if necessary
Line Management	1 FTE - IT Support Technician
Budget Management	The postholder is responsible for the following budget headings: <ul style="list-style-type: none"> Software Licences IT Consumables Hosting and web services
Travel	This role requires international travel as directed by the Executive Secretary. This includes supporting the Commission and Scientific Committee Meetings as necessary (c.2-4 weeks per annum). The Executive Secretary may also require the postholder to support the Commission at other events from time to time.
Other	Any other tasks that are commensurate with the role
Review Date	19/11/2019
Drafted by	Mark Tandy, Technical Manager
Authorised by	Rebecca Lent, Executive Secretary

PERSON SPECIFICATION – IT & Database Supervisor

Selection Criteria

The table below indicates the essential and desirable criteria for this post and how these elements will be assessed by the selection panel. Please take care to ensure that you demonstrate that you meet the essential criteria in your job application. Candidates who do not meet the essential criteria need not apply.

Assessment Types

A = Application Form I = Interview P = Presentation T = Test

Attribute	Essential	Desirable	Assessment
Education	<ul style="list-style-type: none"> • Educated to degree level (or equivalent experience) • GCSE Maths & English (grade A-C) or equivalent 	<ul style="list-style-type: none"> • IT-related degree • Microsoft Certification • ITIL Certification • CIW or equivalent 	A
Skills & Abilities	<ul style="list-style-type: none"> • Ability to fault-find and resolve both hardware and software issues • Ability to learn about new software/technologies quickly and adapt to changes in technology • High degree of personal integrity and trustworthiness • Ability to work both independently and as part of a team • Empathy and understanding of users' problems • Ability to communicate to non-technical audience effectively 	<ul style="list-style-type: none"> • Fluent in French and/or Spanish 	I, T
Knowledge	<ul style="list-style-type: none"> • Demonstrable knowledge of: <ul style="list-style-type: none"> ○ HTML ○ SQL ○ PHP ○ Git versioning ○ Office 365 admin ○ InTune ○ Exchange ○ CMS ○ SharePoint 	<ul style="list-style-type: none"> • Knowledge of: <ul style="list-style-type: none"> ○ Docker images ○ Kubernetes ○ Azure ○ ASP/Dot Net ○ Javascript ○ CI (continuous integration) ○ APIs • An understanding of GDPR legislation 	A, I, T
Experience	<ul style="list-style-type: none"> • Experience of database administration • Experience of support, maintenance, issue investigation and resolution as well as documentation of all the databases, including data standards, procedures • Experience of delivering IT-related projects, including as part of a multi-disciplinary team • Experience of changing and improving IT infrastructure • Experience of providing end-user training 	<ul style="list-style-type: none"> • Experience of working in a not-for-profit/multilateral environment agreement organisation • Experience of provision of audio-visual services in a conference environment 	A, I, T

Review Date	28 October 2019
Drafted by	Mark Tandy, Technical Manager
Authorised by	Rebecca Lent