

## **JOB DESCRIPTION**

### **Director of IT and Digital Transformation**

Drawing exceptional professionals from 130 countries, the membership of the International Water Association (IWA) brings together scientists, researchers, technology companies, and water and wastewater utilities, all working to address the world's most urgent water challenges when and where they arise, from ridge to reef and from catchment to tap. The IWA has become an international reference and source of durable water solutions, products and services that are robust and flexible enough to be universally applicable, easily accessible, and locally adaptable.

IWA publishes 12 scientific journals and 40+ books per year on water management. IWA develops leading edge innovations and synthesises these through the work of its IWA Specialist Groups, Clusters and a set of global programmes focused on for example Cities of the Future and Basins of the Future. IWA has a worldwide staff of approximately 50, with headquarters in London and offices in The Hague, Nanjing, Nairobi and Chennai.

#### **PRIMARY ROLE:**

The Director of IT and Digital Transformation, will be responsible for overseeing , managing and evolving all aspects related to IWA's digital services, and management universe. This role is critical to IWA's 2019-2024 Strategic Plan, in particular the ambition to maximise member engagement by becoming a 'smart data driven' association and improve the IWA's online community.

The new Director will have the opportunity to develop a new digital strategy for IWA. In doing so, she/he will evolve the role of IT from a function primarily concerned with providing hardware and productivity tools to an enabler of IWA's value proposition: an authoritative source and a global reference point for water knowledge; a space for professionals to exchange water knowledge and develop professional content; an association that works for its members and leverages their expertise to provide agenda-setting leadership for the global water community;

The new Director will be required to manage existing systems and lead the development of new projects from inception through to delivery into a production environment, and to manage all IT capabilities. Critical IT Systems to be developed and supported are related to membership relationship management (CRM), IWA Connect (CMS), project management, financial management and web platforms. All these systems should integrate seamlessly to conform the new IWA digital universe.

The Director will work closely with staff, especially managers, to assess the needs of users within the context of their business environment. The collaborative and consultative nature of the role requires a capacity to work with people at all levels in the organisation and with people from many cultural backgrounds.

**inspiring change**

An initial priority for the new Director will be to devise and implement an effective CRM strategy for IWA. This will include leading on data collection and the collation of membership insights from across IWA, to ensure an optimal insight-driven view of membership motivation and behaviours. In addition, it will involve leading and scoping the key CRM IT business requirements to support the CRM strategy, segmentation and delivery of a Single Member View. This will require working with key stakeholders from across the association to define the main principles of membership experience, segmentation strategies and supporter journeys.

The CRM implementation will be the first step in a long-term strategy aimed at providing content and networking services online, translating IWA's core values and services into the digital world. This long-term strategy will be achieved by the development of modular solutions that, by design, should integrate with all IWA and IWA Publishing digital systems, including the Connect platform, IWA Publishing pay-per-view contents, IWA generated contents, member data and web user data to create a personalised user experience for every profile in the IWA digital world.

The Director of IT and Digital Transformation will report directly to the Chief Executive and the position will include membership of the senior management team with some general responsibilities for the association's overall strategy and work planning; participation in the senior management team meetings; and attendance at the Board of Directors meetings when relevant.

## **Qualifications**

- A degree in information technology or related fields (computer science; information science; software engineering), a degree in Engineering with additional IT qualifications or equivalent work experience
- A relevant project management qualification (ASP, PHP, AJAX, Java, others) or equivalent work experience

## **Experience Required**

- A range of experience in hardware, operating systems, software and application development
- Experience in managing local networks in Windows environments
- Experience in server and web server administration (Linux, Windows, Apache, etc.) and hosted environments
- Experience in implementing CRM systems;
- Experience in writing tenders and supervising outsourced IT projects
- Full project lifecycle experience
- Systems roll out / implementation experience
- Experienced in platform integration and API;
- Understanding of and experience with database concepts
- Knowledgeable of IP management

- Assessing current applications and recommending improvements
- Team leadership
- Dealing with 3<sup>rd</sup> parties and IT vendors

## **Skills & Knowledge**

- Strong User engagement and communication skills
- Ability to contribute to and implement organisational strategy
- Capacity to work with people at all levels in an organisation and with people from many cultural backgrounds.
- Able to manage effectively a number of competing priorities
- A strategic thinker with the ability to lead by example demonstrating an ability to deliver set tasks, objectives and strategic priorities
- Knowledge in customer data management and supporter journeys
- Excellent planning and time management skills
- Attention to detail
- Assessing current methods and recommending improvements

**Duty station:** **The Hague, Netherlands**  
**Reporting to:** **Chief Executive**  
**Salary:** **Competitive and negotiable**

## **How to apply:**

Applicants are asked to submit their CV **in English** along with a supporting letter of motivation.

Applications should be submitted by e-mail before **30 November 2018** to: IWA Human Resources - Mrs. Thais Gonçalves: [recruitment@iwahq.org](mailto:recruitment@iwahq.org).

IWA is an equal opportunity employer.