Anna van Buerenplein 48
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www.iwa-network.org

TERMS OF REFERENCE

Information Systems Lead

IWA is a worldwide network for water professionals and companies, with a membership comprising leading companies in the fields of water services, infrastructure engineering and consulting as well as more than 10,000 experts within the water sector. The IWA network is structured to promote multi-level collaboration among its diverse membership groups, and 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 topics in water management in locations worldwide.

IWA publishes 12 scientific journals and 40+ books per year on water management. IWA develops leading edge innovations and synthesizes these through the work of the 49 IWA Specialist Groups, 4 Clusters and a set of global programs focused on for example Cities of the Future and Basins of the Future. IWA has a worldwide staff of approximately 70, with headquarters in London and offices in The Hague (Netherlands), Bangkok, Beijing and Nairobi.

Working within Global Operations and under the general supervision of the Global Operations Director, the Information Systems Manager would lead the development and management of the organizations Information Systems.

PRIMARY ROLE:

The Information Systems (IS) Lead is responsible for all hands-on and day-to-day IS aspects, covering global operations, serving internal clients in a number of countries. The IS Manager will be the technical product and system owner, to manage existing systems and lead the development of new projects including change requests, installations, upgrades, from inception through to delivery into a production environment, and to manage all IS capabilities. The role is of a customer-focused manager with a passion for Information Systems and CRM. The collaborative and consultative nature of the role requires the capacity to work with people at all levels in an organization. Other critical IS Systems to be developed and supported are related to project management, financial management and external web platforms. The main responsibility of developing long term relationships with internal clients and consulting on the IS functions, services, best practices and methodologies in the development and delivery of information system solutions.

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Qualifications

- A degree in information technology or related fields (application development; information technologies; software development)
- A relevant project management qualification (ASP, PHP, others)

Experience Required

- A range of experience in hardware, operating systems, software and application development and project management
- 3+ years in a similar information system position
- Desired team leadership experience
- Working knowledge of managing and supporting intranet, extranet, document management deployments
- Systems and applications roll out, implementation and management experience
- Full software project lifecycle experience,
- Strong and successful project management experience
- Experience in management of web services
- Understanding and experience of working in hosted environments
- Knowledgeable of IP management
- Assessing current applications and recommending improvements
- Dealing with 3rd parties and IT vendors

Skills & Knowledge

- Strong User engagement and communication skills
- Ability to contribute to and implement organizational strategy
- Capacity to work with people at all levels in an organization.
- 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
- Understanding of database concepts
- Understanding of web services

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- Expert knowledge of managing and supporting a custom membership and CRM system
- Data protection and security

Work percentage: **100% (40 hours)**

Duty station: **The Hague, Netherlands**

Reporting to: **Global Operations Director**

The above job description contains the main duties and responsibilities for this position. The employee may be asked to undertake other tasks and missions that are reasonably allocated to them but which are not part of their regular job description. This will be in consultation with the employee, and line manager(s) in IWA.

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 **6th June 2017** to: IWA Human Resources - Mrs. Thais Gonçalves: recruitment@iwahq.org.

IWA is an equal opportunity employer.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED