

Information Technology Specialist (Infrastructure, Systems, and Online Learning)

JOB TITLE: Information Technology Specialist
(Infrastructure, Systems, and Online Learning)

REPORTS TO: Head of Communications and Knowledge

SALARY CATEGORY: F/Specialist

LOCATION: GWPO Secretariat/Cap-Net Secretariat, Stockholm, Sweden

BACKGROUND

Global Water Partnership (GWP) is a multi-stakeholder platform supported by a global secretariat that was established as an intergovernmental organization to support countries in their efforts to implement a more equitable and sustainable management of their water resources. The GWP network spans 13 regions with more than 3,000 institutional Partners in 180+ countries. The global secretariat is hosted by the GWP Organization (GWPO) located in Stockholm, Sweden. More information: www.gwp.org.

Cap-Net is a global capacity development network for sustainable water management. The Cap-Net mechanism aims to ensure enhanced individual and institutional knowledge and capacities for sustainable water management at local and regional levels. Currently composed of 23 affiliated regional and country level capacity development networks with over 1000-member organizations in 120 countries, Cap-Net delivers training and education to water managers, professionals, and schools in Asia, Africa, Latin America and the Caribbean. More information: www.cap-net.org.

GWP and Cap-Net are working together to promote and deliver learning on integrated water resources management. Based on an agreement to collaborate strategically as well as operationally, the two initiatives share resources where practical and useful, and GWPO hosts Cap-Net administratively.

SCOPE OF POSITION

Global Water Partnership Organization: The position of Information Technology Specialist (Infrastructure, Systems, and Online Learning) supports the GWP Global Secretariat and network, ensuring a broad use of technology to improve efficiency, productivity, collaboration, and learning by the Secretariat's staff and by Regional GWP teams – altogether up to some 60+ users – as well as online knowledge sharing through the GWP website, various social media platforms, and in particular through the GWP ToolBox.

Cap-Net: The position supports all technology needs of Cap-Net's Secretariat as well as Cap-Net's Virtual Campus, a platform (currently WebEx) for multilingual online and blended courses, and webinars. In supporting Cap-Net, the position works to ensure a broad use of technology to improve efficiency, productivity, collaboration, and learning by the Cap-Net network, as well as online knowledge sharing through the Cap-Net website and social media channels.

This position requires someone with a passion for using information technology to support day-to-day tasks as well as for learning, collaboration, and knowledge sharing. They should possess a wide-ranging knowledge of IT solutions, curiosity to innovate and improve, caution needed to ensure reliable services, and a willingness to provide 'hands-on' help and support as needed. The person should be able to deal with technology issues in a proactive, and collaborative manner. Patience and good humor is helpful too.

SPECIFIC DUTIES

Global Water Partnership and Cap-Net

1. Solutions design, maintenance, update: Implement technology solutions that help manage information and documentation, and promote collaborate across the network (GWP is on Microsoft's Office 365 platform, including SharePoint as its intranet; Cap-Net uses some Google tools that may need to be migrated). This includes ensuring and maintaining a cost-effective technology infrastructure environment, so it enhances productivity and learning (including printing solutions, telephony, video conferencing, databases, mailing lists, analytics, etc.). It may also include migrating users to more effective solutions as needed.
2. Service provider management: Identify, procure, and manage service providers that provide a range of services to GWP and Cap-Net. This includes exploring platforms that may be used for enhancing the use of knowledge products and learning (e.g., wikis). Work with vendors and service providers to troubleshoot technical issues, e.g., with websites (GWP's CMS is EpiServer), as well as with system integration (e.g., Salesforce, Mail Chimp).
3. User support: Set-up users and provide advice to users about hardware and software needs (GWP uses Salesforce for its CRM and Microsoft Dynamics Navision for its accounting system) by providing occasional level 1 support and otherwise strategic advice (GWP has an IT firm for most level 1 and level 2 support questions).
4. Database and software management: Maintain and develop databases as required, such as GWP's Partner database (in Salesforce).
5. Training and Advice: Ensure new and existing staff are trained in using systems and platforms, e.g., Office 365, web conferencing, etc. As needed, provide technical advice to Regional Water Partnerships on new developments and, where appropriate, cost-effective hardware and software needs, e.g., wi-fi networks, computers, video conferencing tools, etc.
6. Budget management: Develop and manage technology related budgets.

Cap-Net-specific

7. Virtual Campus: Ensure that the Virtual Campus has a user-centric focus and robust functionality; trouble-shooting support of online courses and technical support for Cap-Net's app. This may involve procurement for system improvements or procuring for an entirely new platform, as needed.
8. User support: Provide technical advice to Cap-Net on the use of the Virtual Campus and on the use of other tools for collaborative learning and communication.

QUALIFICATIONS AND EXPERIENCE

Technical

- University degree in civil engineering, computer science, or related area.
- At least 5 years of experience in IT operations and web/online communication, including collaborative learning tools and video conferencing.
- Experience of implementing technology projects, budgets, and managing vendors/suppliers.
- Experience with software programmes such as .Net applications, including IIS and SQL databases. Office 365 experience preferred but not required.

- Experience with website Content Management Systems, EpiServer preferred.
- Experience troubleshooting technology-related issues with an ability to explain technological complexities in simple language.
- Video-editing experience helpful but not required.

Non-technical

- Professionalism: Strong service orientation. Demonstrating/safeguarding ethics and integrity. Demonstrates self-development and initiative-taking. Experience from and ability to work in a multi-cultural and international environment based on mutual respect and tolerance. Ability to exercise good judgement, discretion and tact in handling sensitive issues.
- Planning and Organizing: Excellent organizational and task management skills, with appropriate attention to details and ability to prioritize work among multiple competing demands, and under tight deadlines. Ability to manage multiple workflows at the same time. Ability to thrive in a fast-paced work environment where adaptability is essential.
- Teamwork: Support colleagues, contribute to team culture, and share responsibility for decision-making and results. Places team agenda before personal agenda. Supports and acts in accordance with final group decision; shares credit for team accomplishments and accepts joint responsibility. Ability to “lead from behind” and work without direct authority to deliver timely and high quality products. Ability to work effectively and harmoniously at all levels.
- Personal: A sense of humor. Love for nature, its beauty, and its resources. Willingness to 'get the job done' with a positive attitude to take on a wide range of tasks. Available for travel.
- Language: Excellent command of written and spoken English. Languages other than English – in particular French, Spanish, Chinese, Russian, Arabic – can be helpful but not required. Swedish language skills are an advantage but not required.

Please note:

Professionals with a background from and/or living and working in in Asian, African, Eastern European, Latin American, or Middle Eastern countries are encouraged to apply.

GWP offers competitive remuneration as well as an attractive work environment, with flat hierarchies and fast decisions, and with great opportunities for professional exposure and growth. The position, while new with GWP, is expected to be a long-term assignment and part of the core team. The contract is initially offered for 1-2 years for administrative reasons.

Please send your CV with a motivation letter to vacancy@gwp.org by Friday, February 1, 2019.

January 2019