



Internet Watch Foundation

Job Description

Job Title: IT Coordinator	Name of Job Holder:
Reports to: Director of Operations, Technology and Content	Date Completed: 3rd Jan 2012
Direct Reports: None	Updated :
<p><u>Main Purpose of the job:</u></p> <ul style="list-style-type: none"> • Manage the IWF IT function on a day-to-day operational basis • Keep accurate asset records of all hardware, software ensuring all software is fully licensed. • Coordinate IWFs ISO27001 programme and manage annual accreditation audit • Account manage all external IT suppliers/outsourced contracts 	
<p><u>Main Accountabilities:</u></p> <p>Task Accountabilities</p> <ul style="list-style-type: none"> • Responsible for procuring, installing and maintaining computer hardware, software and networks. • Provide IT support for entire IWF network. Overseeing troubleshooting, systems backups, archiving, and disaster recovery. • Ensure that company IT assets are maintained responsibly. • Produce reports on IWF network stability and recommendations for improvements to the Director of Operations, Technology and Content. • Coordinate IWFs ISO27001 Information Security Management System (ISMS), polices and internal audits presenting to the Directors Management Team on progress. • Ensure all relevant IT documentation is kept up to date • Manage and develop upgrades to the company's telephone system (both fixed and mobile) • Ensure all software patches are implemented in a timely manner. • Liaise with external contractors/suppliers to ensure maintenance of systems is implemented with minimal disruption for users and escalating issues to next level (external) support while owning tasks through to completion. • Perform regular security monitoring to identify any possible intrusions. • Perform regular file archival and purge as necessary. • Create, change, and delete user accounts per request. • Initiate and implement improvements in all areas of IT responsibility on time and within agreed budget. 	
<p><u>Key Responsibilities:</u></p> <p>Provide technical support to all IWF staff. Advise and source new technology that will assist in the IWF meeting strategic goals. Ensure ISO27001 documentation is fully up to date.</p>	
<p><u>Main Contacts:</u></p> <p><i>Internal:</i> Director of Operations, Technology and Content Deputy CEO and Director of Policy and Performance Director of Communications Hotline Manager</p> <p><i>External:</i> Outsourced support and maintenance contractors IWF industry members</p>	



Law Enforcement Officers Government Officials, elected and civil servants European & International Hotlines Board and Funding Council members
<u>Signature of Job Holder:</u>
<u>Line Manager Signature:</u>

Person Specification			
Competence	Requirements	Criteria	How Tested
Educational Requirement	<ul style="list-style-type: none"> ▪ Educated to A level Standard ▪ Educated to degree level or holding a recognised IT qualification 	Essential Desirable	Form (F) F
Experience	<ul style="list-style-type: none"> ▪ At least 3 yrs experience in a Systems Administrator/IT support role ▪ Understands the principle of confidentiality and evidence of having operated in an environment of confidentiality ▪ Experience of working in partnership with external agencies ▪ Knowledge and understanding of the Data Protection Act ▪ Up to date knowledge of internet technologies ▪ Basic understanding of project management methodologies such as Prince 2 ▪ Knowledge of ISO27001 	Essential Essential Essential Desirable Desirable Desirable	F/Interview (I) F/I F/I F/I F/I
Skills, abilities and knowledge	<ul style="list-style-type: none"> ▪ Demonstrates excellent understanding of various IT hardware and software, particularly Microsoft products, including but not limited to MS Windows 7, MS office 2007 and MS Server 2003 R2, PGP. ▪ Some of the following technical experience required. Windows Server 2003/2008 (MCP, MCSE, MCSA, MCDST ideal)-Exchange 2003/2007-Unix OS, 	Essential Essential	F/Test (T) T



	<p>Security software and concepts, - IP Networking and basic Cisco understanding (CCNA a bonus), IT hardware such as PC's/Printer/Peripherals, Switches.</p> <ul style="list-style-type: none"> ▪ Demonstrates an ability to learn new IT skills quickly ▪ Demonstrates a high degree of accuracy and attention to detail ▪ Demonstrates a systematic and methodical approach to work ▪ Ability to effectively prioritize and execute tasks in a high-pressure environment. ▪ Proven ability to see tasks through to the end ▪ Proven ability to communicate effectively in writing and verbally in a clear, concise and open manner ▪ Demonstrates a good knowledge and understanding of the engineering of the Internet and its technologies e.g. TCP/IP, http, html, ftp etc. ▪ Basic understanding of programming languages such as java/Perl 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>	<p>F/T</p> <p>F/T</p> <p>F/I</p> <p>F/I</p> <p>F/I</p> <p>F/I</p> <p>F/I</p> <p>F/I</p>
<p>Person qualities</p>	<ul style="list-style-type: none"> ▪ Proven ability to work alone and as part of a small dedicated team ▪ Demonstrates a flexible approach to work ▪ Accepts responsibility and accountability for own work ▪ Seeks and uses additional support when necessary ▪ Shows a realistic appreciation of the challenges of working within this environment. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>F/I</p> <p>F/I</p> <p>I</p> <p>I</p> <p>I</p>

