

Position Description



<i>POSITION TITLE</i>	GENERAL MANAGER TECHNICAL OPERATIONS
<i>DEPARTMENT</i>	
<i>POSITION HOLDER</i>	TBA
<i>MANAGER'S TITLE</i>	PRESIDENT ICANN
<i>POSITIONS REPORTING TO POSITION</i>	TBA
<i>POSITION HOLDER'S SIGNATURE</i>	
<i>MANAGER'S SIGNATURE</i>	
<i>PREPARED BY</i>	ICANN
<i>DATE</i>	JUNE 2003

PART A: POSITION PURPOSE

This role is responsible for the leadership of the Information Technology group in ICANN. The role coordinates the strategy, specifications, design and development of new technology systems and manages the day to day IT infrastructure. It manages and directs the organization toward its primary technological objectives, based on long-term goals.

PART B: KEY RESULT AREAS AND KPI's PERFORMED

- Identify the **Key Result Areas (KRAs)** (the main responsibilities) of the position.
- A **weighting out of 100%** has also be given to indicate how much of an importance the KRA has in the position.

These KRAs will form the base of the Performance Plan that is to be developed for the incumbent of the position. Each element of the performance plan will have explicitly defined goals attached in terms of **time, quality and delivery outcomes**.

The five Key Result Areas for this position are:

- | | |
|--|------------|
| ▪ Strategic Interface | 15% |
| ▪ IT Support and Research | 15% |
| ▪ Management of IT Networks & Systems | 40% |
| ▪ Management of IT Infrastructure | 20% |
| ▪ People management | 10% |

Each Key Result Area is further detailed on the following pages

STRATEGIC INTERFACE**WEIGHTING****15%****Responsibilities to be completed in a **timely** and **accurate** manner**

- Establish current and long-range objectives, plans, and policies, in the area of technology on behalf of the organization
- Create a technical vision for the organization and plan for implementation of new technical projects or goals
- Work as a member of the Executive Team to develop organizational strategy
- Dispense advice, guidance, direction, and authorization to carry out major plans and procedures, consistent with established policies and Board approval
- Review the technology operating results of the organization, compare them to established objectives and benchmarks, and take steps to ensure that appropriate measures are taken to correct unsatisfactory results
- Create technical budgets, allocate resources, and determine schedule of product releases or project deadlines
- Analyze new technologies and run competitive analyses
- Represent the organization on IT issues with major customers, stakeholders, and the public
- Develop a zero tolerance risk management strategy
- Advise management on strategic direction of the organization's intranet
- Develop and implement a seamless 24 x 7 technical operation

IT SUPPORT & RESEARCH**WEIGHTING****15%****Responsibilities to be completed in a **timely** and **accurate** manner**

- Provide advice to the President on developments in technology, applications, networks, hardware and their effects on the organization, the industry and the Internet community
- Report on technology projects sponsored by the organization
- Report on issues raised in stakeholder or constituent meetings attended

MANAGEMENT OF IT NETWORKS & SYSTEMS **Weighting** **40%****Responsibilities to be completed in a timely and accurate manner**

- Oversee the management of the L Root Server
- Consult with management to analyze computer system needs for management information and functional operations, to determine scope and priorities of projects, and to discuss system capacity and equipment acquisitions
- Recommend and develop plans for systems development and operations, hardware and software purchases, budget, and staffing
- Manage the development, implementation, installation, and operation of information and functional systems for the organization
- Develop, implement, and monitor management information systems policies and controls to ensure complete and comprehensive data accuracy, security, and legal and regulatory compliance
- Negotiate and contract with consultants, technical personnel, and vendors for services and products

MANAGEMENT OF IT INFRASTRUCTURE **Weighting** **20%**

- Provide support to end users in the selection, procurement, usage, and maintenance of software programs and hardware
- Manage computer operation scheduling, backup, storage, and retrieval functions
- Review reports of computer and peripheral equipment performance, malfunction, and maintenance to determine costs and impact, and develop and implement approaches to improve performance and reduce costs
- Develop, maintain, and test disaster recovery plans
- Provide technical administration and overall technical coordination of ICANN's websites
- Ensure systems documentation is appropriately recorded, stored and maintained
- Establish individual IT needs and arrange appropriate levels of support

PEOPLE MANAGEMENT **Weighting** **10%****Responsibilities to be completed in a timely and accurate manner**

- Manage, coach and support direct reports and monitor development of the technology team

PART C: SKILLS, EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

Competencies (skills)

Professional Skills

- Research and investigation skills
- Strong written skills (Fluent written English)
- Strong oral communication skills (Fluent spoken English)
- Attention to detail
- Detailed reporting and upward-management skills and proven experience
- Project management skills
- Highly numerate
- Commercial acumen
- Staff supervision and management experience
- Team and culture building experience

Technical Skills

- Strong experience in project management
- Strong experience in server/network architecture and operations
- General experience in programming languages and scripting (Perl, etc)
- Strong systems administration skills in a *nix environment
- Strong understanding of DNS configuration and operations
- Strong understanding of TCP/IP and routing protocols
- Security experience
- Strong familiarity with web development, databases systems, ftp, mail systems, Whois systems, and
- General familiarity with Internet standardization processes.

Personal Attributes

- Ability to co-operate and work as part of a team
- Confidence to challenge existing practices
- Tolerance for stress
- Adaptability/flexibility
- Comfort in dealing with multiple cultures and time zones that are part of an international organization
- Creating and maintaining strategic alliances with other stakeholders
- Multi tasking skills with ability to manage multiple projects and adjust priorities to meet deadlines

Experience/Knowledge

- Proven experience at a senior level in a commercial and technology-based environment (at least 10 year's related experience)
- Extensive knowledge of technology operations
- Experience in dealing with multiple stakeholders simultaneously
- Proven ability to provide strategic technological input to business decisions
- Proven ability to develop teams and culture

Qualifications

- Bachelors degree in Computer Science or similar field
- Postgraduate qualifications in a technology discipline an advantage
- Or equivalent life-time skill development

PART D: COMMITTEES/PANELS/TASKFORCES

- Member of the Executive Team
- Committees as directed by the President

PART E: KEY CONTACTS**Internal**

- President and Departmental VP and GM's
- Technology team members (direct supervision)

External

- Customers
- General public enquiries
- RIRs
- ASO
- IETF
- ISOC
- IAB
- SAC
- Technical Liaison Group Support
- W3C

PART F: DIMENSIONS OF THE POSITION

Other numerical information which may help to define the job

- Number of systems outages
- Timeliness of requests processed
- Number of stakeholder complaints
- Performance against technology budget
- Performance of IT projects against desired goals

End