

Job Title:	Technical Lead		
Department:	Operations	Contract:	Full Time
Reports to:	Director of Strategy and Operations	Duration:	1 year renewable
Location:	Washington DC, London, or based remotely elsewhere with good connectivity.		
Direct reports:	None		
Key relationships:	Management Team, Communications Team, Partnerships Managers, Contractors		
Job Role			
Role overview:	Ensure smooth and efficient functioning and use of Web Foundation systems for day-to-day operations, including maintenance and technical updates of WF public websites, mail, archives shared online workspace, and collaborative and back-office tools. Continuously recommend and implement changes to improve systems based on requirements and input from WF staff. Provide induction and troubleshooting support to WF staff and consultants. Elaborate detailed technical requirements and terms of reference for external contractors and manage the technical details of their work.		
Accountabilities			
Key Accountabilities / Responsibilities	Key Activities		% time on task
Systems	<ul style="list-style-type: none"> • Maintain base services and systems and setup new ones, including: web, mail, mailing lists, groupware, crm, databases, web servers, versioning tools and software licensing. • Manage our GSuite, including user accounts, groups, access control and information security and backups. • Ensure effective installation, configuration, monitoring, upgrades, security and backups for AWS servers, databases and applications. • Ensure security certificates and settings for all websites and systems are up to date and renewed smoothly. • Maintain and provide support for website updates via Wordpress (including basic site and page updates and templates fixes if required) across all Web Foundation managed sites, including the WF 		30%

	<p>main site webfoundation.org, as well as labs.webfoundation.org, a4ai.org, contractfortheweb.org, and other future or legacy ones.</p> <ul style="list-style-type: none"> • Perform periodic performance reporting of all services and resources managed to support capacity planning. • Deploy new services when required. 	
HelpDesk support	<ul style="list-style-type: none"> • Provide troubleshooting support to WF staff (L1 & L2 support), including laptop purchase and setup, maintenance and day-to-day systems usage, privacy and security. • Maintain the WF Jira Service Desk issue tracker and ticketing system and regularly report on the history of requests attended. • Induct new joiners on the basics of WF systems and policies and ensure clear written help guides are available and up-to-date. • Develop internal IT policies and procedures, promote their use and monitor compliance. • Maintain an asset register for IT equipment, review and periodically update specs for new equipment purchases, assist with/advise on purchases and repairs, and manage the safe return of equipment when staff leave. 	30%
Information Architecture and Distributed Collaboration tools	<ul style="list-style-type: none"> • Integrate collaborative tools within information systems (e.g. Slack). • Maintain a consistent and clear folder directory and access control for the WF Google Drive, linked to user groups. • Support use of external software (e.g. Dynamics, Azure services) and integration into Google Apps where possible/appropriate. 	20%
Technical Coordination	<ul style="list-style-type: none"> • Commissioning and managing technical activities elaborating detailed technical requirements and terms of reference for external contractors when necessary (websites and other online tools and visualisations). • Provide input to the IT related components of other projects and supervise work of external technical contractors. 	20%

	<ul style="list-style-type: none"> ● Regularly provide advice and recommend actions to the WF team where rather complex issues are involved. 	
Job Role		
Education & Certifications	<ul style="list-style-type: none"> ● Bachelor's Degree level or equivalent experience required 	
Essential Knowledge and Experience	<p>Technical skills:</p> <ul style="list-style-type: none"> ● Ideal candidates will have at least 3 years of systems administration experience. ● Extensive administration experience with the LAMP stack and internet services and tools (such as ssh, nginx, cPanel). Wordpress/WPEngine is a must. ● Extensive administration experience with GSuite/APIs, AWS and Microsoft cloud services also a must. ● Basic administration skills for Windows and OSX. ● Experience in front-end technologies (HTML5, CSS3) and web programming languages, such as Python, PHP, Javascript/GApps Scripting. ● Some experience on Wordpress development and SQL databases. ● Familiar to the concepts and principles of web accessibility, device independence, responsive websites and usability. ● Knowledge of Web architecture and technologies and web-based software and frameworks, able to hack/fix various situations. Comfortable working with debugging tools. <p>Non-technical skills:</p> <ul style="list-style-type: none"> ● Professional working proficiency in English. ● Ability to work as part of a distributed team and to work independently in a start-up environment. ● Sensitive to different cultural and social contexts, able to collaborate successfully with people from many different cultures and countries. ● Ability to interpret and/or discuss information with others, which involves terminology or concepts not familiar to many people ● Curious and proactive about keeping up-to-date with the latest technologies and IT tendencies. ● No regular travel required, but occasional after hours/weekend working will be required. 	

**Desirable
Knowledge and
Experience**

- Knowledge of performance optimization for websites.
- Other content management tools / platforms
- Interest and/or experience in web design and online visualisations.
- Clusters and/or redundant systems (web, mail, db...)
- Advanced collaborative environments and systems (multi-user & realtime a plus)
- Experience with LDAP.
- Experience in RESTful APIs, programming frameworks and libraries.
- Experience in Dynamics 365.