

BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION

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| JOB TITLE: | Lead Software Developer |
| DIVISION/DEPARTMENT: | Operations/ IT |

1. OVERALL PURPOSE OF JOB

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| <p>Responsible for design, build, implementation and support of BirdLife International’s business and conservation systems.</p> <p>Working with the business and other technical teams to understand complex and wide-ranging business and technical requirements and to specify, design and select technology solutions that meet those requirements. Proposes resourcing options for development and ongoing support to business/conservation systems.</p> <p>Responsible for ensuring development projects are delivered on time and on-budget.</p> <p>Ensures that all business systems are compliant with BirdLife’s IT and Security Standards, as well as relevant legislation.</p> <p>Line-management of internal development.</p> <p>Account management of external suppliers.</p> |
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2. WORK RELATIONSHIPS

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| REPORTING TO (LINE MANAGER): |
| Director of IT |
| REPORTING TO JOB HOLDER (LINE MANAGED STAFF): |
| Full stack Developer(s) |
| PRINCIPAL OTHER WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT: |
| Supporting and advising All BirdLife secretariat staff. All visiting staff and external visitors. Interaction with third party service and support providers. |

3. KEY WORKING RELATIONSHIPS GRID

| Contact | Level (1-3) | Contact | Level (1-3) | Contact | Level (1-3) |
|---|--------------------|-----------------------------------|--------------------|--|--------------------|
| BirdLife network / other NGOs | 1 | General public | 1 | Policy makers (institutional /politicians/ corporations) | 1 |
| BirdLife advisory groups, committees, reg. councils | 2 | Press & media | 1 | Funding organisations (institutions, foundations, corporations) | 1 |
| BirdLife Global Council | 2 | Regulators/ legislators/ auditors | 2 | Individual donors/ members | 1 |
| Suppliers/service providers | 3 | Scientific community | 1 | VIPs/ royalty/ high worth individuals | 1 |

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Level of Contact

1.= General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative.
 2.= Presenting/Representing/Reporting "Relationship management". Independent exposure representing BirdLife. Maintaining individual contacts. Usually managing information flow.
 3.= Justifying/Negotiating - "Influencing decision makers". Independent exposure as lead contact, representing Birdlife to highly influential people. Responsible for complex and sensitive/high risk communications.

4. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES

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| By main work area: |
| <ul style="list-style-type: none"> • Internal Team lead for the development team within the IT department. • Recruitment responsibility for the development team. • Training and staff development responsibility. • Delegated budget management for the development and maintenance of business/conservation systems. • Principal point of contact for Dev Ops within the secretariat. • To support, manage and maintain any development environments and underlying systems within the Azure environment. • To research and develop best practices for BirdLife IT in relation to systems development and maintenance, advising and working alongside stakeholders to provide a highly available, continuous service. Closely aligned with the rest of IT. • Creation and oversight of Standard Operating Procedures. • Implement system upgrades, ensuring continued service availability and that changes are carried out in a controlled and tested manner. • To develop materials and provide internal IT training resources to Secretariat staff. • To give additional support to any outsourced support company as and when required to deal with outstanding external tickets and resolving complex queries. Taking ownership and responsibility for liaising with multiple external functions when required to get a resolution. • Working with outsourced support companies and consultants on projects. • Taking project lead on internal development projects. Full product life cycle: Stakeholder scoping to system deployment. • Creation, implementation and maintenance of novel innovations to meet the Secretariat's system IT needs; in tight budgetary and capacity restrictions. • Manage support for relevant technologies. • To perform reasonable tasks as requested by the IT Director and BirdLife International |

5. LIMITS OF AUTHORITY/RESPONSIBILITY FOR RESOURCES

| RESPONSIBILITY AREA | LEVEL OF AUTHORITY |
|--------------------------------------|---|
| Financial/Budgetary | Delegated responsibility to purchase IT services, directed by the IT Director. |
| Contracts – Funders | NA |
| Contracts – Staff/Consultants | NA |
| Contracts – Service providers | Delegated responsibility to purchase IT services within parameters set and directed by the IT Director. |
| Legal Responsibility | NA |
| Other | NA |

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6. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS

| REQUIREMENTS | KNOWLEDGE/SKILLS/ATTRIBUTES |
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| Minimum General Education | Bachelors or Masters degree from an accredited university in Computer Science, Engineering, or related field; or equivalent industry experience and qualifications |
| Job Specific Education/Qualification | Systems development practitioner with extensive experience and exposure to business analysis, solution architecture, Scrum and / or Agile working practices. |
| Job Specific Knowledge | <ul style="list-style-type: none"> • Experience with database development and CI/CD pipelines • Experience in agile ways of working and the associated tools. • Experience with principles of continuous integration and deployment. <ul style="list-style-type: none"> ○ Experience of creating artifacts and artifact repositories. ○ Experience of containers and container orchestration services. For example, Docker and Docker Swarm and Kubernetes. ○ Build automation experience i.e. Jenkins. ○ Experience of MS Azure. ○ Experience of using version control (Git, Github) • Excellent organizational and prioritization skill. • Excellent communication skills, technical concepts, and process to cross audience. • Proven ability to manage multiple IT projects. • Proven ability to motivate and guide a small busy team. • Proven ability to problem solve in logical and analytical way. • Final escalation point for the development team. • Experience of building efficient applications in JavaScript and React.js. • Experience of Node.js design and development. • Experience of SQL and RDBMS technology (PostgreSQL, MS SQL, TSQL) |
| Experience | Proven experience of working in a busy IT department and supporting users remotely. Ideally experience of supporting a multi-site environment. International experience would be a benefit, but not essential. |
| Management & organisational skills | <ul style="list-style-type: none"> • A systematic approach to problem solving. • Ability to organise own workload and prioritise accordingly • Ability to work in a team environment and user focused • Good attention to detail, testing and documentation |
| Communications skills | <ul style="list-style-type: none"> • Excellent verbal and written skills • Ability to communicate IT concepts and ideas to a non-technical audience, including with people whose first language is not English. • Approachable and positive. |
| Analytical Skills | <ul style="list-style-type: none"> • Ability to analyse support issues and create novel and flexible solutions. |
| Creativity & Initiative | <ul style="list-style-type: none"> • Ability to work proactively on own intuitive. • Ability to produce working solutions to complex issues with minimal supervision; within over arcing guidance and strategy. |
| Computer Literacy | A high degree of computer literacy. |

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| Languages | The ability to speak other languages would be an advantage. |
| Travel requirements | NA |
| OTHER DESIRED/HELPFUL KNOWLEDGE/SKILLS/ATTRIBUTES | |
| A highly motivated, focused and ambitious individual to ensure our users receive exemplary service at all times, with the ability to understand people's problems and manage staff requests in a professional and efficient manner. A friendly approach to resolving IT issues. | |

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| Prepared by: | Date: |
| Mat Kilby, Head of IT Mat Kilby, Director of IT | January 2022 January 2023 |