



Position Title:

At-Large Administrative Support Officer

Description of Position:

The Internet Corporation for Assigned Names and Numbers (ICANN) has an immediate opportunity for an At-Large Administrative Support Officer.

Working within a dynamic organisation undergoing rapid growth, this position entails providing administrative support as detailed below to two staff members as well as, by extension, the administration needs of the constituency of individual Internet users (known as “At-Large” within ICANN). This is a full-time position, and light international travel will be required.

References to ‘clients’ are references to the constituency members.

RESPONSIBILITIES

Under the direct supervision of the Director for At-Large, the incumbent will perform the following functions:

Office Management:

- Liaise and coordinate with internal and external clients to ensure tasks are carried out and delivered in a timely manner by.
- Analyse and organize office operations and procedures such as information management, filing systems and requisition of supplies.
- Maximize office productivity through proficient use of appropriate software applications.
- Help to uniform correspondence procedures and style practices.
- Formulates uniform procedures for systematic retention, protection, retrieval, transfer, and storage of records using best practices.
- Assist in coordination of the annual work plan activities for the Section, including contributing to and compiling of internal Unit work-plans.

Contracts / Travel Management:

- Act as the focal point for the administration of all At-Large vendor contracts.
- Monitor travel arrangements for At-Large group meetings worldwide and assist with customer requests for travel authorisation and arrangements handling.
- Source and compile information from other parts of ICANN in order to prepare draft reports for guidance of management and to fulfil information requests from clients
- Draft statement of work for a variety of support services associated with the needs of the Section.
- Maintain contact with clients and outside vendors in pursuit of these duties.

Administrative Support:

- Act as the Secretary to the At-Large communities' meetings, preparing and posting short-form and long form minutes, arranging for transcriptions of recorded meetings and the posting of the same.
- Prepare draft budgets for activities of clients and of the Section's staff.

Information Management:

- Assist in preparation, organization, and distribution of client information such as fact sheets, and other material required for the Intranet and distribute as required to other persons interested in learning the activities of the Section.
- Maintain, edit and refresh the Section's Intranet and Internet information, via Wikis and through preparing information for posting by IT staff and webmasters.
- Maintain calendar/schedules; monitor changes and communicate relevant information to appropriate staff inside and outside the immediate work unit and, as needed, clients.
- Track, record and respond to complex information requests and inquiries.
- Contributes ideas and feedback on client service requests.

- Maintain supporting files and database with respect to At-Large constituency members and ensure that public documents are posted and stored in a standardised way.
- Track and manage the documents numbering system in use in At-Large and maintain the master list of documents.

COMPETENCIES

Professionalism:

- Thorough knowledge and understanding of supporting the administration function in an international context.
- Very good knowledge of good practices in operational and administrative support, including records management/filing procedures; ability to research, select, organize and summarize data and information required for reports, studies, briefings, etc.;
- Tact and discretion in dealing with confidential or sensitive matters;
- Demonstrated ability to apply good judgment in the context of assignments given.
- The ability to work in a multi-stakeholder policy development environment without voicing opinions on policy, or appearing to harbour biases for or against any particular issue, person, or organisation being dealt with by Section or its clients is essential.

Planning and Organizing:

- Effective time management and ability to prioritize and plan your own work to meet designated deadlines.
- Ability to work independently of others and manage your time and prioritise your work without being in a formal office environment.

Communications:

- Excellent drafting ability and communication skills, both oral and written;
- Ability to prepare written reports that are clear, concise and meaningful.
- Ability to keep and prepare minutes of meetings in short timeframes and to judge accurately how to record or redact sensitive information (with guidance);

<http://www.icann.org>

Technology Awareness:

- Fully proficient computer skills, particularly in word processing, spreadsheet, power point and database management.
- Excellent touch typing skills

Teamwork:

- Strong interpersonal skills and ability to establish and maintain effective working relations with people in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

Client Orientation:

- Demonstrated ability to respond to various requests and to address business needs at all stages of the procurement process.

QUALIFICATIONS

Education

Completion of high school or equivalent diploma; specialized training in business administration or a university degree is desirable but not necessary.

Work Experience

- Minimum of five years of relevant experience in office administration, contracts and information management.
- Previous experience working in an international organisation, whether public, intergovernmental, or private, is preferred.

Languages

English is the working language of ICANN. For this post, graduate-degree-level command of English, both verbal and written, is required.

Fluent written and spoken language skills in any of the other official United Nations languages (with a preference for Spanish and/or French) is desirable, but not required.

LOCATION

The chosen candidate may reside wherever he or she chooses, but preference will be given to those candidates residing in the European Union or European Economic Area, so that their workday can be relatively aligned with that of their supervising officer, who resides in Geneva, Switzerland.

ICANN will provide a computer, related equipment and reimburse or supply access to broadband Internet connectivity.

COMPENSATION AND BENEFITS:

The position carries a competitive compensation and benefits package, including an incentive bonus scheme, and is roughly equivalent in many respects to an ICSC G3 rating. Note however that ICANN is not a part of the ICSC system at the present time.

ICANN operates a non-discrimination policy regarding, sex, sexual orientation, gender, social or ethnic background, nationality, or religion.

BACKGROUND INFORMATION:

ICANN is responsible for the global coordination of the Internet's system of unique identifiers. These include domain names (like .org, .com and country codes like .UK), as well as the addresses used in a variety of Internet protocols. Computers use these identifiers to reach each other over the Internet. Careful management of these resources is vital to the Internet's operation, so ICANN's global stakeholders meet regularly to develop policies that ensure the Internet's ongoing security and stability. For further information on ICANN, see <http://www.icann.org>.

EXPRESSIONS OF INTEREST

If you are interested in this position, please send a cover letter and complete curriculum vitae, to opportunities@icann.org, referencing Job Number ALAS067. All statements of interest or inquiries about this position will be kept in confidence. NO TELEPHONE ENQUIRIES PLEASE.