

## GREENPEACE Belgium Technology Officer Job Description

**Job title** : Technology Officer  
**Valid from** : 1/1/2022  
**Job Grade** : 4  
**Reports to** : Organization Support Director  
**Line-manages** : -

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### OVERALL PURPOSE OF THE JOB

Provide infrastructure (computers, printers, copiers, phones, ...), in order to allow all staff to work in optimal office conditions within a number of restrictions (budget, security requirements, available time). ICT is the primary work tool for most of the staff.

Allow Technology to be a driver for innovations supporting the organisation and the projects instead of a simple enabler. Therefore contribute to project/action design and identify where and how Technology can "make the difference".

Liaise with the Action & Mobilisation, Engagement, Database, Communications and all other relevant teams to identify technological needs that can make a difference. Be a member of the Technology Working Group.

Provide technical guidance and support to the staff and teams regarding IT, telecommunications, mobile applications, video-audio, database and other various technologies like mechanics and optics.

### SCOPE

Support the management of an ICT infrastructure comprising several servers (on which a number of virtual servers are running), 100 workstations, 50 smartphones/tablets, cabled and wifi networks, several videoconference rooms, phone system and copiers/printers used by 100 users organized in departmental teams.

Almost 5 simultaneous campaign project teams running that have to be technically guided and supported. Be a business partner of those project teams.

It can be required to contribute to Greenpeace International (GPI) or other National or Regional Offices (NRO's) within the field of his/her expertise (spreading expertise, international co-ordination, ...).

As any GPB staff employee, a Technology Officer can be asked to participate in and/or to coordinate particular projects. These projects do not necessarily have to fall within his/her field of expertise.

### MAJOR FUNCTIONS / RESPONSIBILITIES

#### Conceptual tasks, Strategy Development and/or Project Development

- Study, prepare and develop proposals of new or upgraded hardware or software infrastructure when necessary in order to enable the Organization Support Director, and if required, the management team to decide. This includes description of the need, contact possible suppliers, compare offers, negotiations.
- Study and propose hardware and software architecture (in the broadest sense) that would maximize the impact of the project teams and staff in general.
- Ensure a technological watch and identify (disruptive) technologies that could potentially give Greenpeace Belgium teams competitive advantages in their respective fields of action.
- Observe and understand goals and existing ways of working of the project teams and anticipate their future needs.
- Study relevance, select pilot cases and design implementation scenario's aiming at testing new technologies and at learning by doing.
- Explain and discuss the proposals with the relevant stakeholders and inform the decision makers.

## GREENPEACE Belgium Technology Officer Job Description

### Implementation

- Implement the decided hardware and software. Hardware includes ICT equipment but also electromechanical devices, optics, sensors, etc. Software includes computer programmes but also mobile applications, new communication ways like chatbots or similar, video & audio processing, gaming techniques, virtual reality, etc.
- Renew equipment and software when outdated.
- Manage the infrastructure: daily back up, storage and processing capacity, load of the networks, ...
- Determine and implement security rules and tools to protect the access to our different websites and servers that are accessible from the outside of our intranet. To this end, cooperate with the relevant infrastructure providers.
- Install operating software & applications on user computers and devices.
- Contribute to the implementation of the new strategic technological projects decided.
- Manage the stock of consumables: printer, and copier cartridges, office paper, ...
- Test new applications
- Manage contacts with technology suppliers
- Realize and fine-tune hardware and/or software prototypes, possibly with assistance of sub-contractors, providers or free-lancers. This is really the hands-on part of the job.
- Permanently update one's own knowledge by internet research, specialized magazines, training, workshop, skill-shares with colleagues from other Greenpeace offices or other allied organisations.

### Support / Coaching / Leadership

- Guide and support users (teams and individual staff) with the use of provided hardware and software (in the broadest sense).
- Give or organize training about the implemented technologies. Write manuals or handbooks if needed.
- Document implemented technologies and ensure technical backup.
- Participate in periodic consultation meetings with the Technology Working Group and the Organisation Support Director.
- Be an effective member of project teams, bringing technological ideas and suggestions and ensuring the support of technological requirements
- Provide helpdesk for all kind of user problems related to hardware, software or user skills. This task is vast and diverse.

### Compliance / Keeping Framework Conditions

- When applicable, manage and supervise the work subcontracted to specialized companies or free-lancers.
- Monitor infrastructure performance and security using adequate tools and key indicators.
- Ensure a high quality of support to all users of the hardware and software infrastructure.

## GREENPEACE Belgium Technology Officer Job Description

### COMPETENCY PROFILE

#### Organization competencies

- Professionalism, in particular have a profound sense of responsibility towards users
- Achievement, in particular effective in managing priorities
- Interpersonal relationship, in particular able to anticipate users expectation in terms of information
- Knowledge sharing, in particular able to communicate about technology in simple terms and without jargon
- Values diversity
- Innovation, in particular able to think out of the box and use available technologies in creative ways

#### Functional competencies

##### Technical

- Fluency in written and spoken French or Dutch.
- Fluency in written and spoken second national language (French or Dutch).
- Fluency in written and spoken English (special knowledge of IT jargon).
- Skills in written and verbal communication.
- Knowledge and/or experience in IT network management.
- Knowledge and/or experience in IT security, including the protection of externally accessible websites and servers.
- Knowledge and/or experience in hardware (servers, computers, mobile devices, electromechanics, optoelectronics, ...)
- Knowledge and/or experience in software applications in the broadest sense
- Knowledge and/or experience in software tools and commonly used languages (api's, C, Java, php, sql ...)
- Knowledge and/or experience in hosting and managing services in the cloud, including security
- Ability to manipulate all kinds of equipment (dismantle, repair, modify, cable ...) in a structured way
- Knowledge of and/or experience with divers IT user applications: e-mailing, excel, word, Asana
- Knowledge and/or experience in database management.
- Knowledge and/or experience in mobile device operating software (iOS and Android) and Apps.

##### Method related

- Ability to make complex things understandable for non-specialized people. Ability to perceive the reference frame of people and adapt explanations accordingly.
- Project management.
- Training skills (teach, mentor and coach).
- Time management.
- Work under pressure. Ability to cope with irritability of users, explain applications to users even under time pressure.
- Ability to think out-of-the-box, ability to develop creative solutions
- Ability to cooperate with suppliers and developers.
- Knowledge of and/or experience in technical documentation management.
- Analytical skills

## GREENPEACE Belgium Technology Officer Job Description

### Social / self

- Build and manage relationships with providers, consultants.
- Being a team player.

### Leadership competencies

- Strategic orientation, in particular ability to identify and understand disruptive changes
- Managing vision
- Planning and organizing
- Empowering and developing people, in particular contribute to increase a certain technological culture among the staff

### ATTITUDE

- Identification with Greenpeace goals and supportive of Greenpeace values.
- High sense of security, be discrete
- Autonomous / initiative / work independently.
- Stress resistance.
- Integrative thinking.
- Flexibility
- Willingness to learn (incl. Self study), always looking for the latest information, insight in how information might be implemented, not afraid to test new applications.
- Willingness to teach.
- Collaborative.

### SPECIFIC WORK ENVIRONMENT

- Based at the Greenpeace Belgium office in Brussels.
- Highly flexible towards working hours.