

ICCAM Technical Manager & product owner

Reporting to: Executive Director
Accountable to: Executive Director
Working place: INHOPE Amsterdam office
Hours: Full time – 37.5 hours/week

INHOPE is the International Association of Internet Hotlines. We represent and support a network of Hotlines around the globe who handle reports from the public in regard to online child sexual abuse material (CSAM). A crucial element of our work is the provision & development of the ICCAM system (I C 'see' Child Abuse Material) – which is a technology platform allowing Hotlines to exchange reports of CSAM so that it can be investigated and removed from the internet as rapidly as possible. Secondary uses include the gathering of data in regard to different aspects of CSAM plus the exchange of intelligence data with law enforcement and other key stakeholders including Interpol, Europol, industry and the European Commission.

What: ICCAM has been developed over the past 5 years and we are now at the point where need to improve the system with a planned series of developments & upgrades over the next 2 years. Previously the technical management of ICCAM was outsourced to the developers. We are now hiring a Technical Manager to take ownership of all technical & operational aspects of the system and to coordinate with the external developers so that we make the system as effective and efficient as possible.

Who: To do this role you will need experience in the software development process from needs analysis & user engagement, through to process design, development management, project management of implementation / delivery and vendor management including coordination of outsourced technical support.

Why: INHOPE Hotlines are committed to our vision of removing CSAM as rapidly as possible. We are a motivated committed team and if you want to make a difference – come and talk to us.

When: Now!

Essential experience / attributes:

- Strong team skills
- Experience in the software development process (2 years minimum) in a SCRUM / AGILE environment.
- Experience of full product management lifecycle.
- Experience of coordination with international projects.
- Evidence of delivering products on time & on budget while meeting all expectations.
- Experience with data exchange management.
- Experience with external supplier contract management including negotiation.
- Knowledge and experience of modelling platforms / tools for different user cases.
- Experience working with multiple stakeholders and managing expectations.

Desirable experience / attributes :

- A relevant technical degree (or experience equivalent).
- SCRUM / AGILE certified product owner / Master.
- Business analysis experience would be an advantage.
- Strong written and verbal communication skills.
- Strategic view – able to see the bigger picture in order to meet INHOPE strategic plans.
- Previous experience in a Hotline would be an advantage.
- Knowledge and understanding of statistical modelling.

Key tasks:

- Ownership of the ICCAM system
- Full knowledge gathering, processing and implementation of business requirements
- Delivery of full technical specifications documentation / plans for INHOPE both in the short and long term.
- Management of relationships with software vendors to ensure cost effective & timely development
- Work with users to assemble and sanitise feedback loops for system's improvement
- Acting as a point for escalation for support on the client-side of ICCAM
- Planning and delivery of the current ICCAM development work plan
- Other tasks: Other reasonable tasks as directed by the Executive Director

Note: exposure to child sexual abuse material (CSAM) is not a planned part of this role but there is a potential that you may be indirectly exposed to CSAM at some point. INHOPE has a mandatory staff welfare policy governing this area.

Travel: INHOPE is an international organisation – thus travel will be part of this role which at certain periods of the year may be 25% of the time.

Terms: Salary is dependent on experience but will be in the range of €4,500 - €5,750 per month gross. INHOPE offers 25 days leave per year and a pension contribution of 6.5%.

Language: The business language of INHOPE is English.

Contract: This will be an initial contract of 12 months

Residency / work permit status: Applicants must have the personal right to travel freely without any visa requirements within the European Union.

Please send your CV accompanied by a supporting letter to hr@inhope.org.