

Position Description



<i>POSITION TITLE</i>	GENERAL MANAGER IANA
<i>DEPARTMENT</i>	
<i>POSITION HOLDER</i>	TBA
<i>MANAGER'S TITLE</i>	PRESIDENT ICANN
<i>POSITIONS REPORTING TO POSITION</i>	IANA MANAGER IANA ADMINISTRATIVE ASSISTANTS (2)
<i>POSITION HOLDER'S SIGNATURE</i>	
<i>MANAGER'S SIGNATURE</i>	
<i>PREPARED BY</i>	ICANN
<i>DATE</i>	JUNE 2003

PART A: POSITION PURPOSE

The key purpose of this role is to manage the efficient and effective fulfillment of all aspects of the IANA function by overseeing staff who perform these functions and by managing relationships with key stakeholders in the IANA community.

PART B: KEY RESULT AREAS AND KPI's PERFORMED

- Identify the **Key Result Areas (KRAs)** (the main responsibilities) of the position.
- A **weighting out of 100%** has also be given to indicate how much of an importance the KRA has in the position.

These KRAs will form the base of the Performance Plan that is to be developed for the incumbent of the position. Each element of the performance plan will have explicitly defined goals attached in terms of **time, quality and delivery outcomes**.

The three Key Result Areas for this position are:

- **Managing Stakeholder Relationships 50%**
- **Managing IANA processes 40%**
- **People management 10%**

Each Key Result Area is further detailed on the following pages

Managing Stakeholder Relationships**Weighting****50%****Responsibilities to be completed in a **timely** and **accurate** manner**

- Liaise with the IETF
- Liaise with the IAB
- Liaise with the RIRs
- Liaise with the ccTLD Managers
- Work with stakeholders to identify policy issues and to raise these issues with the Executive, the constituencies, and the Board through the IANA, ICANN and constituencies' policy process.
- Work with the Executive Team to develop organizational strategy

Managing IANA processes**Weighting****40%****Responsibilities to be completed in a **timely** and **accurate** manner**

- Oversee accurate completion of all IANA processes and activities
- Oversee the maintenance of the IANA registries
- Work with staff and stakeholders to manage and refine processes to improve efficiency and effectiveness of operations
- Develop and implement software or workflow based systems for IANA processes

People Management**Weighting****10%****Responsibilities to be completed in a **timely** and **accurate** manner**

- Manage, coach and support direct reports and monitor development of the IANA team.

PART C: SKILLS, EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

Competencies (skills)

Professional Skills

- Negotiation skills
- Influencing skills
- Attention to detail
- Detailed reporting and upward-management skills and proven experience
- Highly numerate
- Commercial acumen
- Staff supervision and management experience
- Team and culture building experience

Technical Skills

- Excellent written and verbal communication skills
- Presentation skills
- Familiarity with Internet standardization process
- Strong technical skills regarding Internet functionality
- Experience in management of identifier spaces desirable
- Project management ability
- Strong planning and organizational skills

Personal Attributes

- Ability to co-operate and work as part of a team
- Confidence to challenge existing practices
- Tolerance for stress
- Adaptability/flexibility
- Comfort in dealing with multiple cultures and time zones that are part of an international organization
- A high level of interest and /or experience in the IT services
- Exposure to an Internet technology culture would be advantageous
- Multi-task management

Experience/Knowledge

- Proven experience at a senior level in a commercial and technology-based environment (at least 5 year's related experience)
- Extensive knowledge of business operations
- Ability to liaise with a variety of significant stakeholders simultaneously
- Ability to provide strategic and commercial input to business decisions
- Ability to develop teams and culture
- Detailed knowledge of IANA functions would be an advantage

Qualifications

- Bachelors degree in technology or similar field

PART D: COMMITTEES/PANELS/TASKFORCES

- Member of the Executive Team
- Support to Committees and Taskforces as directed by the President

PART E: KEY CONTACTS

Internal

- President and Departmental VP and GM's
- Administration team members (direct supervision)
- Registries Management

External

- Customers
- General public enquiries
- RIRs
- ASO
- IETF
- IAB
- SAC
- Technical Liaison Group Support
- RSSAC Support

PART F: DIMENSIONS OF THE POSITION

- Accuracy of requests processed
- Timeliness of requests processed
- Number of complaints

End