



## **FSC Global Development**

### **1. IDENTIFICATION**

**Position Title:** Systems Development Officer

**Reports To:** Managing Director, FSC Global Development  
Database Officer

**Coordinates & Interfaces With:**  
FSC International Center  
FSC Global Development Staff

### **2. ABOUT FSC**

The Forest Stewardship Council is an independent, non-governmental, not for profit organization established to help solve the challenges that forests face around the world.

With 116 million hectares and more than 14,000 supply chain operations certified in almost 100 countries around the world, FSC is the global leading forest certification system. The FSC system has been growing at a very fast pace, having nearly tripled its number of certificates in the last 3 years. In order to respond to the challenge brought by such growth FSC and its organisational network have an aggressive plan to develop and improve its computer and information systems.

The newly formed business unit of FSC –FSC Global Development is charged with developing strategies to support continued growth of demand for FSC products and to support credible, accurate marketing and promotion of FSC products by the global network of certificate holders, partners and others. Development of a platform of support tools and establishment of direct relationships with license holders will assist in enhancing the successes of certificate holders and in protecting and maintaining the credibility of the FSC brand.

### **3. POSITION DESCRIPTION**

The Systems Development Officer reports to the Managing Director of FSC Global Development and the Database Officer. The Systems Development Officer will provide strong support to Database Officer.



The Systems Development Officer will have the following responsibilities:

- The primary role of this job will be to support the development and maintenance of applications built on the various systems and environments used in FSC and ASI including; the certificate database, license management platform, labelling and publication system, membership database, customer relationship management systems, business to business market linkage platform, mailing list management and dispute resolution systems.
- Support and develop systems for a diverse workforce including; 35 people in Bonn, 55 national initiatives, 15,000 certificate holders and around 200 people at 25 certification partners who work in over 100 different countries.
- Develop database reports and supporting systems for use by the Senior Management Team.
- 1<sup>st</sup>-3<sup>rd</sup> line user support for all systems.
- Run weekly and monthly certificate reports
- Write user documentation of newly created systems
- Suggest new and innovative ideas to support the FSC system
- Maintain good relationships with all vendors, partners and users
- Any other tasks requested by the supervisor to support the work of FSC and the network of organisations.

#### 4. **QUALIFICATIONS / SKILLS NEEDED:**

- Team Membership Skills – ability to work in a multicultural, multi-ethnic environment and to maintain effective working relations with people of different national and cultural backgrounds.
- Exceptional Interpersonal Communication Skills – communicates well and convincingly in teams, while possessing active-listening skills, being able to facilitate interactive discussion and maintaining positive interpersonal relations and confidence.
- Organizational and Planning Skills – proven ability to plan and organize work.
- Education and Training – performs his/her work in English language.
  - A constant desire to learn.
  - Be self motivated, customer focussed, discrete, tactful, forward thinking, innovative and have excellent communication skills.
  - Understand commercial supply chain concepts and market forces.
  - Be driven to work in a non-profit social enterprise to promote the use of well managed forests.



- He/she should be an IT expert and technically minded but be able to communicate technical subjects to non technical users. Around two years of experience in some of the following areas will be a benefit:
  - Salesforce Force.com development experience, customer portal, salesforce sites, data model design, formulas, SOQL, apex code, JavaScript and Ajax.
  - PHP or 'C' applications development experience
  - Microsoft SQL queries and administration
  - Data analysis and complex report writing
  - Object oriented methodologies
  - Internet protocols, TCP/IP, HTTP, FTP, SSL, SMTP etc.
  - Basic project management skills
  - Knowledge of Windows operating systems and platforms

## 5. WORKING CONDITIONS

- The position is based in Bonn, Germany.
- Forty working hours per week.
- Sporadic travel might be required.
- Two year contract.
- 30 days holiday per year, plus official holidays.
- FSC is an equal opportunity employer and does not discriminate on the basis of gender, nationality or religion.

### **How to apply:**

All applications, full CV/resume and a covering motivation letter should be sent to Ms Guillermina Garza, Head of the Director's Office, via e-mail [g.garza@fsc.org](mailto:g.garza@fsc.org) or via post to Forest Stewardship Council International Centre, Charles-de-Gaulle-Strasse 5, 53113 Bonn, Germany.

Please refer to this code in the subject line of the email when you apply: **09.07 Systems Development Officer**

Further information is available by visiting the FSC web site [www.fsc.org](http://www.fsc.org)

The position will remain open until filled.

Only short-listed candidates will be contacted.