

All children deserve
protection from
online sexual abuse

RECRUITMENT PACK

IT Technician

Working to stop child sexual abuse online

Protecting children is at the heart of everything we do. For over 27 years, since the early days of the internet, our job has been to help child victims of sexual abuse by hunting down and removing any online record of the abuse.

It's a tough job. Our image analysts are amongst the best in the world. The children in the pictures are real. Their abuse and suffering is very real. Our experts never forget that.

The criminals who sexually abuse children, then record their suffering and share the horror online are ruthless. Sometimes they create images with audiences in mind. Victims range from babies to young teens. Abusers are often experienced at online grooming, skilled at manipulating young minds. Sometimes victims don't even realise they are being abused until it's too late.

Sadly, the internet makes it easier to share these images. We use advanced technology and human expertise to help young victims. If we can remove the record of suffering online and stop those images circulating, then we can stop the abuse being perpetuated. This makes the internet a safer place for all children and adults.

How we do this

- **Our team of human analysts.** Tech companies and law enforcement worldwide trust the assessments, experience and knowledge of our extraordinary team of people.
- **Tech-for-good.** Our in-house tech team build cutting-edge tools designed to make it easier to identify and remove online images and videos of child sexual abuse. In short, tech to protect kids.
- **Working together.** With international partners in government, law enforcement, reporting hotlines, charities and the tech community we work to stop illegal images of children being circulated again and again. We share vital information that could lead to the rescue of a child from terrible abuse.
- **IWF Hotline.** This gives people a safe and anonymous place to report suspected online images and videos. When we started in 1996, 18 per cent of child sexual abuse imagery online was hosted in the UK. **Today, thanks to our Hotline, it's less than one per cent. We're proud of that.**

The children in the pictures are real. Their abuse and suffering is very real. Our experts never forget that.

Our CEO



Tracking down and identifying truly harmful child sexual abuse imagery is at the very core of what we do at the IWF.

We develop cutting-edge technologies, and work with some of the biggest tech companies on the planet - but without the skills, knowledge, and determination of our amazing staff, there is no way this delicate work could be done.

Working at the IWF is not for everyone, but for our staff, knowing they have contributed to the removal of thousands of images and videos of child sexual abuse from the internet, helping prevent the future revictimisation of victims, and even helping rescue children from abusive, dangerous situations, makes this the most satisfying place to work in the world.

I'm always proud to say I lead the team at the IWF. Every person, regardless of which department they are in, works with a sense of tireless determination and passion which I can truly say is unique to our organisation.

Susie Hargreaves OBE, CEO



Our vision

We're creating an internet free from child sexual abuse that is a safe place for children and adults to use around the world.

Our mission

We detect, disrupt, remove, and prevent online child sexual abuse material using our expertise and resources as effectively as possible.

The Internet Watch Foundation (IWF) is a child protection organisation, utilising ground-breaking tech to make the internet a safer place for children and adults across the world.

We're a not-for-profit organisation, supported by internet, tech and social media industries, private companies and the generosity of ordinary people.

We work closely with police, governments and NGOs globally, who trust our work.

Child sexual abuse images and videos are just as much a weapon as a knife. We actively search for this imagery and for the past 27 years, we've given people a safe place to report it to us, anonymously, now covering 51 countries.

We assess every report we receive. If it shows the sexual abuse of a child, we make sure the image or video is removed from the internet. We provide bespoke services, products and datasets to our industry Members to prevent the imagery from re-appearing and make it harder for offenders to find and share.

We care.

Our work relies on compassionate and resilient staff members, across diverse teams, including Analysts and Assessors in our Hotline, Finance, Admin, Communications and Technology, who are all highly trained and carefully looked after.

The children in these pictures and videos are real. The suffering captured in this imagery and the knowledge that it could be shared can haunt a victim for life.

That's why it's our mission to remove this material for good. And to show every child there is someone out there who cares enough to help.



Our values

It's a huge responsibility to have the job of searching for, stopping, removing and preventing child sexual abuse imagery online.

We don't take this lightly. Our values act as our backbone, our core strength, a guide and a reminder of the importance of our work. They are embedded in everything we do.

Being open and honest

- We treat every child victim of sexual abuse with the utmost and total respect;
- We always act with integrity and professionalism;
- We make sure our communications and actions are appropriate, true, transparent and accountable.

Being excellent

- Every day we strive to be the best in the world at what we do;
- We set the global standard of best practice;
- We build Tech for Good tools to help defend child victims of sexual abuse. We make the internet a safer place, by:
- Protecting child survivors of sexual abuse from being victimised again and again. By stopping offenders sharing pictures and videos of the abuse online, we're making it more difficult for these criminals to perpetuate the abuse;

- Preventing internet users from accidentally stumbling on child sexual abuse images and videos;
- We make it harder for criminals to find child sexual abuse imagery online, by disrupting the illegal sharing.

Being team players

- Working together is vital. We always acknowledge the importance of partnerships;
- We recognise, reward and celebrate our success and achievements. If we win, so do children.
- Creating a caring and safe internal environment

- We respect, value and encourage individual contributions to our work and mission as well as those of our wider teams;
- A supportive environment is vital for people who work to protect children. We promote best-practice welfare for our staff who are committed to stopping the spread of child sexual abuse imagery;
- We encourage constant learning and personal development. It helps people thrive. It's good for us all.

Building an inclusive culture

We are building an inclusive culture to make the IWF a place where our people feel valued, have a voice and can be their authentic selves.

We value difference and diversity, not only because we believe it is the right thing to do, but because it will help us to be more innovative and make better decisions.

We always aim to recruit people who are most suited to the job and encourage applications from people of all backgrounds – people of all ages, sexual orientations, gender identities, nationalities, religions and beliefs.

We fully support candidates with a disability or long-term condition who require adjustments during the recruitment process and throughout any subsequent appointment.

Anti-racism statement

IWF stands in unity with all who experience racism and discrimination. As a team, we are committed to better understanding

the systemic racism and inequality that is experienced in the everyday lives of Black and minority ethnic people.

We affirm explicitly our commitment to being an anti-racism organisation. We acknowledge that racism causes significant harm and can be both conscious and unintentional. As an anti-racism organisation, we challenge ourselves to understand and correct any inequities we may discover and gain a better understanding of ourselves during this purposeful process.

Addressing racism requires courage, respect and compassion and may not always be or seek to be comfortable.

We have a zero-tolerance approach to racism and condemn all racist and discriminatory

behaviour. We are committed to challenging and preventing structural racism within every aspect of our work.

We commit to:

- Affirm our identity, explicitly and publicly, as an anti-racism organisation;
- Employ individual and organisational exploration and examination of bias, advantage, and oppression to continually learn about and dismantle racism and all its impacts;
- Reflect our anti-racism in the culture of our organisation through our policies, procedures, and practices;
- Particularly encourage applications from Black, Asian and Minority Ethnic candidates.



Job description

Who we need

The IWF is looking for a bright and energetic IT Technician to join its Technical Team. You must be willing to learn fast and get involved with all aspects of what we do.

Aside from the salary and usual benefits you'll be rewarded with the opportunity to gain all-round technical skills and have the opportunity to work with some of the biggest names on the Internet.

We cherish a commitment to the IWF's cause and need someone who can prioritise their time, is brimming with ideas, has a friendly and out-going personality and feels comfortable talking to people at all levels.

The role is office based in our Covid-safe, supportive and friendly environment on the outskirts of Cambridge.

Criteria

Reporting to the Head of IT, you will be expected to perform the function of IT Technician to enable efficient use of the IWF technological resources required to achieve the organisation's ongoing goals.

You will be based in our Cambridge office and provide onsite and remote support for all IT Infrastructure on a day to day operational basis.

You will be a confident communicator, able to deliver first class support to our internal users alongside other members of the IWF technology team.

You will be comfortable suggesting improvements in working methods to enable more efficient use of technology for both our office-based users, as well as our home working team.

Key skills

The key skills required will include but not be limited to:

- Windows 10/Server 2012 and later
- Active Directory
- Office365/SharePoint
- AWS/MS Azure
- Networking fundamentals, including switch management
- AntiVirus and other network security maintenance and monitoring
- Cyber Essentials experience
- Helpdesk/ticketing systems
- Ability to produce written documents to a suitable level
- Backup software
- Telephony systems, hosted and mobile (iOS)

Main purpose of the job

- Provide on-site and remote support as first point of contact for all IWF infrastructure on a day-to-day operational basis
- Ensure IT processes and procedures are adhered to in accordance with our Cyber Essentials Plus programme to ensure annual accreditation audit is passed
- Maintain accurate documentation of all IT and Information security systems and processes.
- This is an office based role, providing primary support for our key workers in the office as well as those based remotely. Organisation of IT resources in the office will therefore be key.

Job description continued

Key responsibilities

- Provide day to day support for IWF employees on site and remote workers.
- Work within the boundaries of IWFs Information Security Management System (ISMS) polices to ensure continued Cyber Essentials Plus compliance and accreditation.
- Maintain all aspects of our internal networks and hosted (M365) platforms.
- Work with IWF contracted support partners.
- Perform troubleshooting, systems backups, archiving, business continuity and disaster recovery functions.
- Configure and deploy hardware and virtual desktops/appliances.
- Support, maintain and update our company SharePoint estate.
- Ensure that company IT assets are recorded and maintained responsibly.
- Ensure all relevant IT documentation is kept up to date.
- Maintain hosted telephony system and mobile device management.
- Ensure all IWF software is fully up to date.
- Ensure maintenance of systems is implemented with minimal disruption for users and escalating issues while owning tasks through to completion.
- Proactive monitoring to identify any possible network or hardware issues.
- Create, change, and delete user accounts per request and according to agreed policies.
- Maintain daily, weekly and monthly checklists to ensure audit compliance as well as best practice system monitoring.
- Treat all IWF staff, contractors and visitors with dignity and respect regardless of their: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
- Perform any other duties commensurate with the job grade as reasonably required.

Important Note

This role will require the employee to maintain and support solutions to assist with the IWF goal of eliminating child sexual abuse material on the internet, therefore there will be a requirement to view this type of illegal and distressing content on occasion.

Mandatory counselling is provided.

Reports to: Head of IT

Salary: £32,466.00 per annum + benefits

Benefits:

- Generous annual leave entitlement
- Pension Scheme
- Life Assurance
- Private Health Care
- Cycle To Work Scheme

Hours: Full time (35 hours per week).

We are a family-friendly employer and take a flexible approach around personal commitments when agreeing work patterns.

Location: The role is office based only, in a supportive and friendly environment on the outskirts of Cambridge. The building is also accessible with a lift and disabled toilet.

Person specification

Educational qualifications

Requirements	Criteria
Educated to A level Standard.	Essential
Educated to degree level or holding a recognised IT qualification.	Desirable

Experience

Demonstrable understanding of Information Security Concepts and models (Cyber Essentials, ISO27001).	Essential
At least 2 yrs experience in a relevant IT support or security role.	Essential
Understands the principle of confidentiality and evidence of having operated in an environment of confidentiality.	Essential
Experience of working in partnership with external agencies.	Essential

Knowledge and understanding of GDPR/Data Protection principles	Desirable
Up to date knowledge of internet technologies.	Desirable

Skills, abilities & knowledge

Demonstrates excellent understanding of various IT hardware and software.	Essential
Experience in all of Microsoft365, Azure, ActiveDirectory, SharePoint, hardware such as PC's/Printer/Peripherals, Switches.	Essential
Demonstrates an ability to learn new IT skills quickly.	Essential
Demonstrates a high degree of accuracy and attention to detail.	Essential
Demonstrates a systematic and methodical approach to work.	Essential

Ability to effectively prioritize and execute tasks in a high-pressure environment.	Essential
Proven ability to see tasks through to the end.	Essential
Proven ability to communicate effectively in writing and verbally in a clear, concise and open manner.	Essential
Demonstrates a good knowledge and understanding of the engineering of the Internet and its technologies e.g. TCP/IP, http, html, ftp etc.	Desirable
Familiarity with audit processes and data governance practises.	Essential
Exceptional analytical and problem-solving skills.	Essential
Advanced Excel skills.	Essential
Ability to spot trends or anomalies.	Essential

Personal qualities

Proven ability to work alone and as part of a small dedicated team.	Essential
Demonstrates a flexible approach to work.	Essential
Accepts responsibility and accountability for own work.	Essential
Seeks and uses additional support when necessary.	Essential
Shows a realistic appreciation of the challenges of working within this environment.	Essential

How to apply & more info

How to apply

Initially, please email your CV to:

recruitment@iwf.org.uk

If you are then shortlisted, please visit iwf.org.uk/careers to download the application pack and complete all documents including:

- Application form
- Equal Opportunities Monitoring form
- Self Disclosure form

Please email the completed forms to:

recruitment@iwf.org.uk

Closing date: As we need someone to start as soon as possible, we will be interviewing suitable candidates at the earliest opportunity.

More info

Website: iwf.org.uk

Annual Report: annualreport2022.iwf.org.uk

Social Media:

- [Twitter: @IWFHotline](https://twitter.com/IWFHotline)
- [Facebook: InternetWatchFoundation](https://www.facebook.com/InternetWatchFoundation)
- [LinkedIn: IWF](https://www.linkedin.com/company/iwf)
- [Instagram: internet.watch.foundation](https://www.instagram.com/internet.watch.foundation)
- [YouTube: IWFHotline](https://www.youtube.com/channel/UCIWFHotline)

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