**Interesting opportunity for a Database and IT Support Manager – Contractor basis**

**The Role**

GCF is looking for a Database and IT support Manager taking over the management and support of our current industry leading test case database (DCC - Device Certification Criteria) adapting to the development of the 3GPP/5G technologies as used by the mobile industry and associated vertical industries.

The GCF IT framework is proprietary to GCF and is based on the [Preside](#) Open-Source platform, and the DCC platform is the wireless industry's leading test case database tool.

During the initial 4-6 months of this contract, you will co-ordinate with the contractor currently in charge of providing the database, technical meetings, simulations of update and maintenance of content, and IT support services and obtain full responsibility in the second half of 2022 for these services.

The services will involve the following:

- Management of the DCC database
    - Co-ordination of the enhancement programme with our experts' group
    - Working with our IT supplier to prepare database development specifications based on GCF user requirements
    - Release management
    - Cost tracking
    - Provision of a DCC helpdesk service
- Technical working group meeting support
    - Management of all meeting related DCC processes
    - Pre-meeting simulations to analyse expected updates to database content
    - Post-meeting analysis and updates
    - Update of the GCF Certification Criteria with the latest versions.
- GCF Website / Portal IT Support
    - Support of the technical operations management in the ongoing development programme for the website, portal and other applications
    - Updating user guides and Permanent Reference Documents in relation to new releases
    - Provision of a Portal Helpdesk service

**Contractor Specification:**

Required Technical and Professional Expertise:

- Relevant technical degree or equivalent experience.
- Management and delivering IT projects, particularly databases.Managing the interface between supplier and customer for complex software enhancement projects, particularly multi-application portals.
- Providing IT customer support in an international environment.
- Current software development practises.
- Good problem-solving capabilities.
- The ability to work independently and effectively.
- Working internationally.
- Fluent in English language.

Preferred Technical and Professional Expertise:

- Prior knowledge of GCF processes and reference documentation, particularly validation and test case database processes, and GCF's websites and portals would be useful.
- Knowledge in the mobile telecommunications industry
- International standards and certification practices

The successful candidate must be able to travel independently with 4-6 international travels per year. Most of the service will be provided remotely with our contractors and suppliers mainly based in Europe and our members in all key mobile markets of the world.

**Package:**

The role will be offered on a contract basis with the initial contract covering 12 months with a start date in early 2022.

The applicant must provide their own office facilities and equipment using GCF's cloud solutions. The contract value will depend on the qualifications and location of the applicant.

**About Us:**

The Global Certification Forum (GCF) Ltd is a non-profit, global membership driven organisation registered in the UK that promotes mobile and IoT certification programmes. It is the globally recognised quality mark for the interoperability of devices that incorporate mobile connectivity and has over 300 members world-wide. These include most major smartphone and mobile network operator organisations in the world.

Contracted services to GCF shall be provided with confidentiality and impartiality regarding the various GCF membership classes and individual GCF members; always acting in the best interests of GCF and its membership.