



**Public Interest Registry**



Appointment of  
**Chief Technology Officer**  
August 2021



## Introduction

At Public Interest Registry (PIR), the role of the Chief Technology Officer is critical in positioning .ORG as a leading-edge TLD in technical areas. We are looking for a seasoned leader with excellent experience in and understanding of both the domain name industry and modern IT in general.

Our core registry system is outsourced to Afilias, one of the world leaders in registry systems. Your role will be to represent PIR in that relationship as our technical expert and ensure that future registry system enhancements align with our strategy. The greatest opportunities lie in areas such as technical research and data analytics. Information security remains a high level priority within PIR with direct board oversight. You will set our security strategy, including related hiring, tools and vendor partnerships.

Our IT systems, both internal and external, have developed organically and require the development of an overall architectural roadmap to help our systems converge and grow in a planned and integrated manner. This will need to be supported by a comprehensive vendor management strategy.

In preparation for this roadmap, our team is currently addressing the many operational needs of our internal IT systems. This includes implementing security review recommendations, executing a plan to shift as much into the cloud as possible and integrate the many cloud services to which we subscribe, and reviewing our provisioning processes for new systems, tools and apps.

PIR has a Data Analytics department that has developed and is executing on a roadmap to bring machine learning and data science skills to our organization and promote data-driven decision making. The team is growing and currently consists of a Senior Director of Data Analytics, Data Scientist, Data Engineer, and BI Specialist. This team works closely with our business operations teams and you will provide support for this area and serve as an advocate for continuing to mature our data capabilities.

We have a Senior Director of Technical Community Engagement who participates and is a leader in bodies such as the IETF and DNS-OARC. This role ensures PIR is fully engaged in and supportive of new technology affecting the domain name industry. This role has many challenges, many opportunities and plenty of scope in which to grow. PIR has long been considered a high-profile leader in domain name policy and is continuing to make the necessary investment to carry that reputation into the arena of domain name technology.



# Role Description

The CTO is the principal technologist within PIR and is responsible for the overall technology strategy and advising the CEO and board on future technology development and how they will affect the organization. On a day-to-day basis the CTO manages the teams responsible for IT services, information security, data analytics, software development and technical research. The CTO has a key role in supporting the management of the outsourced registry provider.

## Duties and Responsibilities

- Develop, socialize and implement an overall technology strategy for the organization and strategies and plans for specific areas of responsibility.
- Manage the technology department effectively including all aspects of financial and HR responsibilities.
- Ensure that the company IT services enable all staff to work at peak effectiveness.
- Ensure that all IT assets, including non-tangibles such as data and code are managed within a best practice governance framework.
- Ensure that technical risks are properly assessed, and mitigations implemented.
- Ensure the security and availability of PIR's information assets and IT services.
- Ensure that PIR has a comprehensive, effective and forward-looking data analytics service.
- Ensure the provision of high quality, best practice custom software applications and customization of off-the-shelf applications to support business processes and customers.
- Keep up to date with developments within technical research and standards development organizations as relates to PIR's use of technology and the broader Internet industry, and actively engage where required.
- Work with our Policy department to assess the impact of regulations and other changes in the policy environment on our business and mission.
- Ensure that PIR is at the forefront of best practice technology within the domain name industry.
- Manage technology vendors and contractors to ensure value for money, prevent vendor lock-in and minimize vendor risks.
- Serve as the technical lead in interactions with the outsourced registry provider.
- Support PIR's public interest mission and its education and outreach program as relates to the use of technology both by the program and the registrants and internet users that the program targets.



# Person Specification

The next CTO of PIR should demonstrate experience, skills, and abilities as follows:

---

- At least five years in the domain name industry, in a senior technology role.
- At least 15 years' experience as a technologist.
- Significant expertise in technology with specific knowledge of best practice in networking, business IT, DNS and domain name registries, data analytics, information security, software development and IT operations.
- Personal experience of multiple IT roles, projects, systems, vendors, standards and industry bodies.
- Detailed knowledge and real-world experience of IT service provision using the model of integrating multiple cloud applications.
- Solid understanding of data and data analytics and how these are being used in the domain name industry.
- Detailed knowledge of information security and current best practice in threat detection and mitigation.
- Detailed knowledge of custom software development including a variety of approaches and languages environments and all elements of the software development lifecycle.
- Experience of the technical research within the DNS/Registry industry including familiarity with the IETF and DNS-OARC.
- Demonstrated experience in risk management, incident management, and business continuity planning.
- Significant skills in vendor management and an understanding of procurement and contract negotiation.
- A genuine passion for PIR's public interest mission realized through a passion for the advancement of the Internet, experience with not-for-profit organizations and personal qualities that resonate strongly with PIR's mission.
- A transparent and inclusive leadership style. A motivator and leader with the capacity to provide a vision, communicate effectively, build consensus, and bring together a diverse group of people in a way that maximizes their talents and strengths.
- Operating in an 'evidence first' basis with measurement and reporting built into every key process, project, and business decision.
- Thorough knowledge of ICANN, its constituencies, policy development processes, and the key issues that motivate and engage the ICANN community.
- Understanding of the key issues affecting global development of the Internet and impacting on global Internet users.



# Person Specification

## Key Competencies:

### **Analysis and decision making**

Undertakes thorough analysis through accurately defining problems or identifying outcomes; sees the 'whole' and the complexity of connections; gathers all relevant information and applies sound, analytical techniques; develops a course of action taking into account factual information and/or logical assumptions, resources, potential risks and opportunities; makes timely, sound decisions.

### **Knowledge transfer**

Facilitates the improved performance of others by giving advice and guidance.

### **Persuasiveness**

Uses appropriate interpersonal styles and communication methods to gain acceptance of an idea, plan or process; effectively influences others over whom one has no positional authority; adapts one's own behavior to accommodate circumstances and individuals involved.

### **Customer service orientation**

Focuses attention on understanding and meeting the needs of customers; makes every effort to ensure that customers are listened to by self and others; ensures customers understand the rationale for solutions proposed.

### **Communication**

Expresses and conveys information effectively to other people and accurately understands other people. This includes speaking, writing and listening, and formal and informal situations.

### **Adaptability/personal effectiveness**

Displays energy, optimism, and resilience; ensures effective performance when faced with ambiguity, changing environments, and demands.

### **Health and safety awareness**

Promotes a culture where health and safety are seen as integral to success. Is aware of and takes into account conditions that affect one's own and others' health and safety.

### **Information management**

Recognizes personal and team requirements and manages information systems to enable the efficient and effective use of information.

### **Building relationships**

Builds, maintains and uses effective working relationships, internal and external to the organization, to facilitate the successful achievement of projects, assignments and objectives.



# Person Specification

## Key Competencies:

### **Innovation and creativity**

Looks for opportunities to improve personal and PIR performance, rethinking how to approach work. Develops and actively encourages others to develop creative and practical ideas. Contributes to an environment where creativity and innovation can flourish.

### **Planning and organizing**

Plans and manages activities and projects for self and others; organizes tasks to make best use of time and resources and focuses attention on key objectives.

### **Personal leadership**

Builds trust with others; models behavior consistent with PIR values and future; inspires and motivates others.

### **Integrity**

Acts in a manner that conveys the principles important to PIR including impartiality, fairness, honesty, openness, sound business ethics, and respect for others. Demonstrates impeccable standards of ethical behavior.

### **Stakeholder focus**

Focuses attention on meeting the needs of stakeholders (internal and external) ensuring their satisfaction.

### **Learning**

Acquires, understands and applies new job-related information knowledge and skills in a timely manner. Able to learn from experiences and other people and apply in practice.

### **Attention to detail**

Ensures that varying requirements of individuals are recognized and that all of the fine details are delivered.

### **Evidence based**

Finds and uses evidence rather than opinion to enable consensus decision making.

### **Self-awareness**

Recognizes own emotions and feelings and their effects; recognizes the impact of own behavior on others; acts professionally at all times.

### **Work standards**

Sets high personal and professional standards for self and others; assumes responsibility and accountability for the successful completion of projects, assignments, or tasks. Consistently gives careful attention to all the detailed aspects of a role, shows a high concern for accuracy.

## Location and Travel:

The CTO is required to work from the main company office, currently in Reston, Virginia, except when travelling for business or working from home under agreed terms. The CTO is required to travel regularly and for extended periods to attend board meetings and conferences, meet customers, peers, and other stakeholders.



## How to Apply

To apply, please visit <https://thenew.org/org-people/about-pir/careers/>. The role will be based in Reston, Virginia and the salary is competitive and commensurate with the seniority of the appointment, and the IRS requirements for a tax exempt not-for-profit.



Appointment of  
**Chief Technology Officer**  
August 2021



[www.pir.org](http://www.pir.org)