



## Job Description

Job Title:	Technical Support Coordinator
Employee:	**
Date prepared:	June 2024
Reporting to:	Technical Support Manager
Immediate staff responsibilities:	None

### Overall Purpose of Job

To enable delivery of ITOPF's key technical services, through provision of technical support within the Technical Team, including: claims work, advice on response resources, on mapping, fate and transport modelling, and remote sensor monitoring. The work requires occasional out-of-hours support, particularly during incidents, and occasional planned travel.

### Person Profile

Note that all the criteria below are essential unless stated otherwise (*D= desirable*)

#### Knowledge & Skills

- a) Good written and verbal communication skills in the English language.
- b) An interest and understanding of the technical subjects relevant to ITOPF and an ability to analyse and present technical data clearly.
- c) An ability to deliver advice and recommendations on claims with government personnel, contractors, and other parties.
- d) An ability to deliver to deadlines.
- e) Reliability and consistency in work quality and assigned responsibilities.
- f) Highly numerate, strong problem-solving skills and proficient in MS Excel.  
*Knowledge and experience of working with Geographic Information Systems, numerical modelling and satellite imagery analysis, and knowledge of databases are all desirable (D).*
- g) An understanding of the broader aspects of the shipping, insurance, compensation and pollution response industry and environment in which ITOPF operates.
- h) An understanding of the standards and principles that govern ITOPF.
- i) *Fluency in more than one language, for Singapore the preferred additional languages are; Mandarin, Malay, Bahasa Indonesia, Japanese or Korean) (D)*

### Experience & Qualifications

- a) A degree in a relevant scientific, engineering or related discipline.
- b) Experience of working in an office environment as part of a dynamic team.
- c) *Full driving licence is preferred including manual transmission and confidence driving as the role may involve driving in unfamiliar environments (D)*

### Personal Qualities

- a) Well organised, methodical with attention to detail. Able to work quickly and accurately under pressure.
- b) An ability to focus on the task in hand while undertaking detailed analytical work, sometimes for extended period, e.g. in the long term assessment of complex claims.
- c) Able to think through problems associated with the role and suggest solutions.
- d) Able to adapt readily to a variety of changing work tasks and to take multiple concurrent projects to conclusion.
- e) Be willing to work out of office hours when required and to undertake some travel.
- f) Confident, with a professional, diplomatic, respectful and patient manner.
- g) Good interpersonal and teamwork skills. A team-player.

## Principal Responsibilities

### **1) Technical Support - Assessment of Claims**

- a) Assist with the monitoring and collection of data for claims handling in conjunction with technical colleagues in the office and occasionally on site. Liaise with surveyors, correspondents, claimants etc. as necessary.
- b) Evaluate and assess claims arising from incidents with the guidance of technical colleagues, as appropriate, including the assessment of claims arising from spills not attended on-site. Liaise with the Senior Technical Support Coordinator as required.
- c) Prepare letters and reports to accompany claim assessments. As agreed with senior colleagues, liaise with insurers and the IOPC Funds etc. to progress claims assessments.
- d) Develop an understanding of the criteria necessary for the assessment of claims, including reasonable and cost-effective response strategies. Assist in making these criteria available to, and accessible by, the wider Technical Team.
- e) Collate assessed rates for incidents attended and upload these to the Incidents Database. Liaise with the Information and Communications Team as required.

### **2) Technical Support – Modelling, Monitoring and Mapping**

- a) Provide support such as modelling, analysis of satellite imagery and mapping to the

Technical Team on a variety of applications, both during pollution incidents and for wider project work.

- b) Liaise regularly with the wider Technical Team to ensure colleagues are fully aware of, and have access to, the optimum solutions for modelling and monitoring.
- c) Work with the Mapping, Modelling and Monitoring working group to develop internal protocols and guidelines for these functions. Hold training sessions with the Technical Team, particularly as part of new staff intake training and when new software is developed or purchased.
- d) Maintain an expertise in computer-based oil and chemical trajectory and weathering models and be fully aware of the data sources available and required for such models.
- e) Liaise regularly with professionals and experts in these fields globally to ensure ITOPF maintains an understanding of the latest technology.
- f) Have a full understanding of the advantages and limitations of satellite based spill detection. As part of the Mapping, Modelling and Monitoring (MMM) group assist with satellite imagery purchase, processing and interpretation.
- g) Have a full understanding of providers of UAV services and the capabilities and limitations of UAV use. Through regular liaison, ensure ITOPF is able to mobilise this service to a pollution incident globally.
- h) Act as support to the Senior Data Analyst/GIS Specialist to provide mapping services to the Technical Team out of hours as part of the MMM group.
- i) As part of the Technical Team, assist the Information and Communication Team in the technical aspects of publications, films, animations and other material.

### **3) Technical Support - general**

- a) Keep abreast of research and development and be up to date with pollution response technology. Ensure colleagues are kept informed as appropriate.
- b) Work with the Information and Communications Team to expand information held within ITOPF's systems, including by interrogation of ITOPF's archives. Coordinate with the Information and Communications Team to answer queries as appropriate.
- c) Respond to requests for advice on rates, tariffs and terms and conditions for pollution response contractors, government agencies and associated organisations, including the reasonableness of rates for response resources. Liaise with the Senior Technical Support Coordinator as required.
- d) Provide specialist advice on the capabilities, characteristics, availability and cost of spill response resources to ITOPF colleagues as well as to external sources, sometimes out of office hours.

- e) Liaise with aircraft brokers and freight forwarders both during a spill and as a contingency, sometimes out of office hours.
- f) Actively support contingency planning, advisory assignments and other project work through the provision of knowledge on the suitability etc. of response resources for specific tasks.
- g) Develop and maintain contacts with government agencies, contractors, co-operative and other providers of response resources, as well as manufacturers and service providers, during and outside spills to obtain information on products, costs, sales and availability. Coordinate visits in conjunction with the wider technical team to appropriate organisations.
- h) Be responsible for case-studies of incidents with ITOPF involvement, and for information within the ITOPF country & Territory profiles, for the website.
- i) Source personal protective equipment for the wider technical team, and corporate clothing for all staff. Maintain ITOPF stores of supplies for technical field work, including for Arctic and HNS work.
- j) Identify opportunities to prepare technical papers, articles etc. Assist colleagues with preparation of papers etc. Attend and from time-to-time present at relevant conferences, meetings and training courses.
- k) As part of the Technical Team, assist the Information and Communication Team in the technical aspects of publications, films, animations and other material.

## General Requirements

- a) Any additional duties as required from time to time appropriate to the level of post to assist in the efficient running of the company and fulfilment of its strategic objectives.
- b) Always comply with record keeping, data protection and confidentiality of information acquired during the course of employment.
- c) Always consider and take responsibility for the health and safety of self and others, and adhere to health and safety guidance at all times.
- d) Proactively consider your own professional development ensuring your skills and knowledge remain current and engage in ITOPF's systems for development, such as annual reviews, formal and on-the-job learning opportunities.