



POSITION DESCRIPTION

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| Position: | Internet Investigator |
| Department: | Compliance and Enforcement |
| Location: | Washington, DC |
| Reports to: | Senior Director, Global Internet Enforcement & Data Analytics |

Summary:

BSA | The Software Alliance is the leading advocate for the global software industry before governments and in the international marketplace. Its members are among the world's most innovative companies, creating software solutions that spark the economy and improve modern life. With headquarters in Washington, DC and operations in more than 60 countries, BSA pioneers compliance programs that promote legal software use and advocates for public policies that foster technology innovation and drive growth in the digital economy.

The Internet Investigator will provide BSA with in-house, technical capability to investigate unauthorized electronic distribution of software and other forms of online copyright infringement. They will work as part of a small team to assist with the investigation of, and enforcement efforts against, unauthorized electronic distribution of software.

Professional Experience and Qualifications:

- Undergraduate degree or higher in computer science, computer programming, cyber security, criminal justice, or online marketing/advertising preferred.
- Minimum 2 years' work experience necessary; experience in enforcement, investigations or similar role (such as oversight, compliance auditing, etc.) helpful.
- Demonstrated fluency in Spanish and English.
- Experience organizing and managing an active workload, keeping multiple matters progressing in timely fashion.
- Strong written and oral communication skills.
- Demonstrated ability to think strategically, contribute to the development/modification of a strategy, and assess daily work flows and projects in light of strategic objectives.
- Ability to work well in a team, sharing input, vision and execution of common projects.
- Demonstrated ability to engage in in-depth problem solving and analysis.
- Proficient at using online systems and other technologies (e-mail, websites, domain name tools etc.) to investigate activity that occurs on the Internet.

- The following additional experience is helpful:
 - Experience working with online marketplaces (such as eBay or Amazon) or brand protection.
 - Knowledge of techniques for distributing, making available and obtaining digital files on the Internet.
 - Working knowledge of common techniques used to disguise identity and/or physical location online.

Key Responsibilities:

Marketplace/Auction Sites and Web Enforcement:

- Engage with marketplace and web enforcement vendor(s) to troubleshoot, escalate and resolve issues.
- Use BSA's web-based interfaces to assist with daily monitoring and enforcement on marketplaces, auction sites, and websites, for infringing copies of BSA member software.
- Participate in ongoing strategic enhancement of the Global Online Enforcement program by monitoring infringement patterns and trends, engaging with relevant stakeholders, and proposing recommendations to better respond to changing distribution patterns.
- Build relationships and liaise with representatives from marketplace and auction sites, online platforms through which infringing content is distributed, as well as other organizations that make up the online infringement ecosystem (e.g., payment processors and search engine providers).

Investigations:

- Assist with BSA's identification and escalated action and/or investigation of illegal distribution of software using online auctions and standalone websites, proactively identifying potential targets. Conduct investigations assigned by Senior Director, and assist Internet Investigators with their investigations, as requested/needed.

Communications:

- Engage with BSA members and BSA staff from around the globe to address online infringement concerns and provide updates on enforcement activities.
- Assist with communications from marketplace/auction site sellers.

About BSA Benefits:

BSA recognizes that benefits play an important role in your selection of an employer. We offer generous benefits including many unique benefits and perks to our employees in locations around the world and encourage everyone to live a healthy, balanced life. Our comprehensive benefits include:

- Generous health, disability and life insurance
- Exceptional 401k plan employer contributions
- Year-end office shut down between Christmas and New Year's
- Three weeks' paid sabbatical every five years
- Generous paid maternity and bonding leave
- Health/Fitness and Financial/Tax Advice allowance
- Professional development, continuing education (including tuition reimbursement) and training

- Casual dress
- And much more!

How to Apply:

To apply for this position, please submit your resume and cover letter to careers-americas@bsa.org. Include the position title and location in your Subject Line.

BSA is an Equal Opportunity Employer and values diversity. We embrace and reflect diversity in our staff and seek skilled individuals who are motivated and passionate about the industry, our work and expansive community.

Thank you for your interest in career opportunities at BSA | The Software Alliance!

Posted: April 1, 2019