POSITION DESCRIPTION

Position: Internet Investigator
Department: Compliance Solutions
Location: Washington, DC
Reports to: General Counsel and Vice President

Summary:

BSA | The Software Alliance (www.bsa.org) 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 30 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 and disrupt the counterfeit, and unauthorized electronic distribution of BSA members’ software products, access credentials, proprietary content, and other forms of online copyright infringement. He/she will work as part of a small but highly-skilled and dedicated team focused on the investigation of, and enforcement efforts against, unauthorized electronic distribution of software.

Professional Experience and Qualifications:

- Undergraduate degree or higher required.
- 2-4 years of professional experience; anti-piracy, content/brand protection, or fraud investigation experience preferred.
- Fast learner with the capability to quickly get up to speed on necessary concepts, including the basic contours of U.S. Copyright Law, the Digital Millennium Copyright Act, notice-and-takedown procedures, and the structure and processes employed by major international e-commerce platforms, marketplaces, and websites.
- Ability to multi-task, set priorities and exhibit excellent follow-up.
- Strong communication skills, both verbal and written.
- Ability to meet time sensitive deadlines.
- Strong sense of ownership and responsibility.
- Driven to deliver superior customer/client/member services.
- Must be self-motivated and able to work autonomously as well as in a team environment.
- Strong Microsoft Office and online skills required, web browser, Word, Excel, Outlook, etc.
- Experience or interest in IP law, e-commerce or brand protection is a plus.
Key Responsibilities:

- Deliver superior content protection services to BSA members, including detecting and removing counterfeit and infringing copies of their software from online marketplaces, auction sites, and websites.
- Serve as primary point of contact with assigned BSA members and take responsibility for ensuring their needs and requests are met and that any problems are solved quickly and efficiently.
- Generate and analyze data and formulate reports and updates on enforcement activities for BSA members.
- Engage with marketplace and web enforcement vendors to ensure strong performance, troubleshoot, escalate and resolve issues.
- Stay up to date on the latest digital piracy methods, trends and major happenings to inform BSA members and issue recommendations.
- Coordinate communications between BSA, its members, and online commerce platforms and 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.

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!
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