

■ Job/ Position details

- 1. Job Identification Number (JID): IT-2006**
- 2. Job Grade (JG): (TBA)**
- 3. Job Level (JL): (TBA)**
- 4. Job Title (JT): IT Specialist**
- 5. Reports to: IT Supervisor**
- 6. Company (Group Business Unit): MEET**
- 7. Location and/or Site: MEET Group**
- 8. Division/Directorate: Information Technology**
- 9. Department: Information Technology**
- 10. Section: Network Unit**

I/1- Summary:

- Performs an efficient information management technical support to MEET established information technology systems for the overall Group functions.
- Facilitates effective dissemination and retrieval of information in accordance with the established policies of the Group.
- Provides the administrators with the technical support of computer works to attain optimum software and hardware environment's performance, within the policies and procedures of the Group.
- Under general supervision, operates and monitors mainframe and mid-range computer and peripheral equipment, such as servers, printers, and disk drives, in an environment requiring continuous coverage.
- Selects and loads input and output, observes operation of equipment, control panels, error lights, verification printouts, error messages, and faulty output.
- Provides advanced systems support for a large-scale of computers, to include the installation, integration of high performance computer systems, operating systems, and system interfaces; monitors system usages; and assures that high performance computing complex is operating at optimal performance and reliability levels.

I/2-Principle Accountabilities:

- 1. Implements the regular periodical activities of the IT business unit as per the established MEET business plans, policies and procedures.**
- 2. Handles all requests from other departments for reports and other information ensuring that it is met as per policies and procedures.**
- 3. Ensures all company computer systems are implemented successfully.**
- 4. Coordinates with his supervisor and colleagues on matters regarding IT systems enhancements as guided by the IT Director.**
- 5. Reports to his superiors the status of the assignments being undertaken by him.**
- 6. Disseminates lines and procedures on matters pertaining to software implementation.**
- 7. Clears-up problems with the computer software users arising from misinterpretation of procedures.**
- 8. Develops designs, installs and maintains computer systems assigned to him by his immediate supervisors.**
- 9. Takes charges of the daily computer operation monitoring, starting from the start-of-day processing until the end-of-day processing.**
- 10. Serves as the console operator to control all activities being done by the users.**

Job Description

11. Advises users on computer shut-down operations in cases of power failure, maintenance, and to make log report on these cases.
12. Assists users on common problem areas encountered daily regarding software execution and data retrieval.
13. Handles data entry of adjustment transactions incurred during the day.
14. Maintains user's accounts, permissions according to established policies.
15. Maintaining and troubleshooting the users email and web browsing problems.
16. Protects all workstations from the hackers and virus attacks by implementing the automatic updates for the Antivirus software.
17. Creates and manages users' accounts on networks and standalone systems, including issuing the passwords.
18. Monitors troubleshooting, implementing and designing upgrade to the Application and desktop delivery systems to maximize ease of use, performance, and availability; handling the overall system integrity.
19. Configure servers, client workstations, administer email accounts, monitor and manage server and network resources, add/delete users, service IP addresses, customize settings for security configurations... etc.; upgrading systems and software as might be needed and directed by superiors.
20. Provide proactive maintenance on systems and processes as might be recommended and guided by superiors.
21. Maintains network security and software and hardware inventories.
22. Works with network TCP/IP, server hardware/software installation, configuration and support.
23. Installs new, and upgrades existing software, monitoring daily backups of servers including conducting periodic audits.
24. Installs, configures and upgrades applications, operating systems, utilities, and in-house developed applications, installing LAN connections in cabinets on an as needed; implementing LAN security policy and monitor its effectiveness.
25. Provides 24/7 hour on-call emergency support on a rotating basis with other IT members.
26. Provides technical advice and assistance in the administration, installation, relocation, and operation of LAN/WANs.
27. Handles delivery of systems designs based on the SRS (System Requirements Specification) to insure sustainability and extensibility of individual components as well as the overall product.
28. Creating mail on end user computers; troubleshoot and solve mail routing\access denials\replication issues.
29. Perform other tasks as assigned by the IT Supervisor/Director.

1. Knowledge:

1. B.Sc. Engineering (Computer Science) or equivalent.
2. Specialized Academic Certificate is an asset.
3. Additional Professional Certification and Accreditations are essential.
4. Demonstrates excellent IT knowledge skills and talents, e.g.:-
 - Windows 2008
 - TMG 2010
 - Exchange Server 2010
 - Windows 7
5. Displays team spirit skills.
6. Displays very good analytical skills.
7. Displays effective verbal, presentation and communications skills.

Job Description

2. Complexity and Judgment

- Incumbent is required to demonstrate very good understanding of information technology knowledge in large functional disciplines.

3. Responsibility

A. Freedom to Act

- The job incumbent responsibility is extended to the overall functions information technology and systems, as described in duties and responsibilities above.

3/A- Laws, policies and procedures governing the job boundaries.

1. Technical and professional information technology management applications.
2. Group established policies and procedures.
3. Local and International Information Management Laws and Legislations.
4. ISO Certificates policies, rules and procedures.
5. Other rules and/or regulations directly and/or indirectly related information management of the Group business environment.

3/A/2/1 Conducts job-related studies and researches on: As might be requested and assigned to him. Yes

3/A/2/2 Analysis and evaluates job-related studies and researches on: As might be requested and assigned to him. Yes

B. Scope/Span

- The job incumbent responsibility is extended to cover the management of Group-wide functions information technology and systems.

4. Supervision Exercised

4/2- Supervision Exercised OVER the “Job Holder”

4/2/1 Immediate supervisor **FUNCTIONALLY** and **CONCEPTUALLY** oversees the performance of the job.

4/3- Jobs directly reporting to the “Job Holder”

Sr. No.	Job Title	Number of Job Holders
4/3/1	None	None

4/4- Supervision Exercised BY the “Job Holder”

4/4/1 Only **FUNCTIONALLY** oversees his job.

5. Interpersonal and Communication Skills

5/1- Job holder’s External Communications-e.g.:-

5/1/1 Contracted local H/W & S/W suppliers. YES

5/2- Job holder’s Internal/External Communications objectives e.g.:-

5/2/1	Secure approval	YES	<input type="checkbox"/>
5/2/2	Obtain information	YES	<input type="checkbox"/>
5/2/3	Explain to maintain cooperation and support	YES	<input type="checkbox"/>
5/2/4	Committee membership	YES	<input type="checkbox"/>
5/2/5	Presentations and Demonstrations	YES	<input type="checkbox"/>
5/2/6	Represent Company/Department	YES	<input type="checkbox"/>

5/2/7 Others: As may be assigned to him by his superior.

6. Manual / Motor Skills

6/1- Machines and equipments used by the job holder to get the job done.

1. Personal Computers
2. Servers and Main Frames
3. H/W & S/W
4. Mobile Phone

6/2- Hazardous that represents a threat to the job holder while getting the job done.

- Nil

7. Visual Concentration

- The job requires continues requirement for close visual concentration that may exceed 80% of the job incumbent's working day.

7/1- Machines and equipments used by the job holder to get the job done.

1. Personal Computers
2. Servers and Main Frames
3. H/W & S/W
4. Mobile Phone

7/2- Hazardous that represents a threat to the job holder while getting the job done.

- None

8. Physical Effort

- Normal physical office effort.

9. Work Environment

A. *Working Conditions*

- Normal air conditioned fully equipped office.

B. *Overnight Travel*

- The job does not require travelling within and/or outside country boundaries.