

Desktop-Ct Support

Job Title	Desktop-Ct Support		
Division	IT		
Department	IT		
Section	IT		
Location	IBU-UAE	Direct Reports	
Reports To	Country General Manager	Version Number	1
External Relations	Customers, Vendors	Guide Number	7646
Internal Relations	All Departments	Job Code	

Basic Function

Ensuring effective Information Technology support services are provided to hardware users and software facilities, including specifications, installation, and testing of computer systems and peripherals within established guidelines and the company. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Improve automation level per SMSA Target.
- Train users to use new or modified equipment, systems, or software package.
- Recommend and/or perform upgrades on systems to ensure longevity.

System Administration and Support

- Assist staff with technical support of desktop computers, applications, and related technology, including installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software.
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems.
- Assist staff in maintenance and testing of network servers, and associated equipment.
- Perform e-mail system administration by creating, deleting, modifying IDs; and granting access to new users.
- Provide support and maintenance of routine software/hardware problems in IT systems.
- Ensure all new corners IT Set up (Laptop, PC, and Printer Etc.) are procured and configured within 2 weeks of joining.
- Coordinate all UAE IT related vendors management procurement.
- Support on desktop related issue software within 48 hours and provide support automation equipments (scanner, printer, CCTV, IP , Telephones , attendance machine etc.) within 48 working hours.
- Work with vendor support contacts to resolve technical problems with desktop computing equipment and software.

- Assist in the maintenance and testing of network servers, and associated equipment.
- Assist in maintaining LAN/WAN records and, as appropriate, telephone systems cable.
- Work with procurement staff to purchase hardware and software.
- Assess functional needs to determine specifications for purchases.
- Order computer supplies.
- Provide desktop support to SMSA staff, including SDM, MRM, and SDC.
- Perform other duties as required.

Customers Support

- Visit customers for support and new installation of SMSA software's.
- Install and support of SAM software to customers.
- Work with Help Desk and Network Operations staff as appropriate to determine and resolve issues for SMSA staff.
- Interact with numerous computer platforms in a multi-layered client server environment.

Report

- Regularly report the state of IT operational issues.
- Summit online reports to CGM

EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices

Competencies - Professional and Technical

Behavioral Competencies

Adaptability	Level 3
Continuous Learning	Level 3
Planning & Organizing	Level 3
Risk Management	Level 3
Stress Management	Level 3

Technical Competencies

Database Management Knowledge	Advanced
Maintenance Systems & Programs Knowledge	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Advanced

Competencies – EHS

Knowledge of basic environment health and safety requirements

EHS corporate objectives awareness

Awareness of EHS requirements in the QEHS management systems

Have attended EHS awareness training (if applicable)

Awareness of Environment Health Safety incident reporting

Organizational Competencies

Beginner

*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

Decision Making

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience

Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position

*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

Updated by:	Date:	Approved by:	Date:
Employee Name:			

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: