

## Manager - Information Technology Management

<b>Job Title</b>	Manager		
<b>Division</b>	Information Technology Division		
<b>Department</b>	Information Technology Department		
<b>Section</b>	Information Technology Management		
<b>Location</b>	Head Office	<b>Direct Reports</b>	
<b>Reports To</b>	MD	<b>Version Number</b>	1
<b>External Relations</b>		<b>Guide Number</b>	7040
<b>Internal Relations</b>	All departments and branches	<b>Job Code</b>	

### Basic Function

Planning, directing, monitoring, and coordinating activities of the Information Technology Department to meet company goals and objectives; developing and implementing affiliate-wide IT program; and leading SMSA network in planning and implementing enterprise information systems. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### General

- Maintain overall responsibility for the functioning of the Information Technology Department.
- Organize implementation of the company plans and recommendations related to information technology Department.
- Verify effective and efficient policies, procedures, and standards are in place.
- Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning.
- Verify commitment of all management employees to adherence of administrative regulations and procedures adopted in the company and ensure they do not exceed powers granted to them (in the range of competence).
- Oversee administrative procedures for staff, such as attendance and leave, holidays, performance evaluation; provide report the Director of the Department.
- Appraise performance and recommend bonus amounts and promotions for the subordinates to the company direct Manager.
- Submit proposals and recommendations that contribute to the development of business department.
- Research new solutions and technologies and recommend changes.
- Participate in periodic meetings with the senior management to review plans, developments and progress.
- Plan and develop norms and procedures for carrying out MIS operations.
- Review plans with the Executive Manager and other senior managers; obtain approval.
- Recruit/outsource appropriate manpower for Information Technology (IT) support.
- Develop budgets for technical infrastructure and obtain approval from Support Service Manager.

- IT Patch Management System
- Loyalty Project Implementation
- saudization

## Planning

- Recommend short-, medium-, and long-term strategy for the company in the information technology.
- Prepare and discuss annual business plan for the company IT containing projections on income, operational, and capital expenditure.
- Develop process to regularly evaluate existing technology, information systems, and information staffing.
- Plan IT systems for the affiliate (telephones, data imaging, practice management systems, and office automation).
- Liaise with Company personnel to analyze current operational procedures and their IT requirements in terms of hardware, software, and networking.
- Evaluate current state of IT hardware and software, current and future requirements to assess adequacy of existing resources and future requirements.
- Develop standards for hardware and software necessary to provides organization wide infrastructure which will support the information system requirements.
- Prepare detailed description of user needs, hardware / software requirements and steps required to establish (or modify existing) computer systems.
- Evaluate new developments in software and hardware to determine usefulness and compatibility with existing software and hardware.
- Conduct studies pertaining to development of new information systems to meet current and projected needs and compatibility with existing software and hardware.

## Vendors

- Consult with external software and hardware vendors to obtain product information and prices.
- Evaluate vendors on basis of technical and commercial offers in consultation with Executive Manager.
- Short list and recommend appropriate vendors to Executive Manager.
- Order computer supplies and maintain a record of supply inventories.

## Networking & Troubleshooting

- Ensure proper installation and support of existing IT systems.
- Ensure timely provision of support and maintenance of routine software and hardware problems in the IT systems.
- Coordinate system maintenance activities and annual contracts with external parties.

## Staff Supervision

- Utilize People Development strategies to develop and train National Manager - IT working under the IT Department.
- Regularly evaluate staff performance within the IT Department to provide accurate feedback on level of performance within the division.
- Administer career development plans, and annual evaluations for staff within the IT Department.
- Proactively seek assignments for staff to develop their career paths and strengthen their weak areas.

## Information Technology Management

- Ensure effective and efficient management of the company Information Technology subsidiaries.
- Ascertain reasons for shortfalls and discuss suitable constructive measures with the company direct Manager and team of the company information technology subsidiaries.
- Recommend appropriate computer system.
- Ensure all information systems and networks operate according to internal standards, external accrediting agency standards, regulatory agencies, and legal requirements.
- Coordinate and manage reporting needs and data analysis for the affiliate.
- Ensure timely, accurate, and cost-effective gathering, processing, distribution, and use of pertinent information required by management to make decisions.

### **Network Infrastructure**

- Ensure management of all in-country and out of country networking infrastructure.
- Supervise steady operations of the organization's IT infrastructure.
- Manage availability of all critical networking infrastructure and logical components.
- Monitor utilization trends, manages network performance, and ensure maximum uptime; perform ongoing analysis, capacity planning, and technical tuning of the network systems to improve performance.

### **Finance**

- Prepare budget for the Information Technology Department.
- Approve Information Technology Department expenditure within the approved budget and prescribed limits set within the company Authority Matrix.

### **Reports**

- Regularly report to the Managing Director about IT planning, development, operation, and maintenance activities.

### **EHS**

- Ensuring that all safety related equipment and systems, particularly fire fighting, alarm, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs, communication & management

- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

## Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management
- Manage and oversee regular backups of critical data and systems.
- Ensure effective recovery procedures are in place for IT systems and infrastructure.
- Develop and implement continuity plans for IT services critical to SMSA operations.
- Stay updated with technology trends that can enhance the resilience of IT systems.
- Coordinate with suppliers to ensure continuity of supply in case of disruptions.
- Develop alternative supplier relationships as part of the business continuity strategy.
- Overseeing, supporting, and advising on the establishment and operation of the BCMS

## Competencies - Professional and Technical

### Behavioral Competencies

Change Leadership	Level 4
Communication	Level 4
Creative Thinking	Level 4
Organizational & Environmental Awareness	Level 4
Resource Management	Level 4
Risk Management	Level 4
Teamwork	Level 4

### Technical Competencies

Security Systems & Equipment Management Knowledge	Intermediate
SMSA Applications 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

Intermediate

\*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

Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent.),. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

\*Note: Industry Experience wherever its applicable

Date Of Release

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>
<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>
<b>Employee Name:</b>			

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.

<b>Signature:</b>	<b>Date:</b>