

Support - Information Technology Management

Job Title	Support		
Division	Information Technology Division		
Department	Information Technology Department		
Section	Information Technology Management		
Location	Riyadh, SA	Direct Reports	
Reports To	Manager, E-Com Business Solution	Version Number	1
External Relations		Guide Number	7042
Internal Relations	All departments	Job Code	

Basic Function

Performs an intermediate level of support to all OPS system users, ensuring smooth operations of activities within OPS system.

KEY Responsibilities

Core

- Assists the OPS system team in coordinating with other departments.
- Assists the OPS system users in all areas.
- Report/Address any system issues that may cause service impact.
- Respond to all correspondence related to OPS system support.
- Distribute any changes in OPS system to all users.
- Perform elementary level of maintenance & software installation for OPS devices.

Administration Services

- Maintain OPS system maintenance logs sheet.

EHS

- 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
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- 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

Business Continuity

- Attend and actively participate in all business continuity training and awareness programs.
- Understand the facility's business continuity plans and procedures.
- Act according to the emergency response procedures during drills and actual events.

- Report any observed risks or potential threats to the continuity of operations to the designated officer.
- Adhere to data protection policies to ensure the integrity and confidentiality of sensitive information.
- Acknowledge roles and responsibilities during an incident to ensure effectiveness by understanding the business continuity programme.
- Recognize an incident or crisis.
- Alert incident or crisis responders (including emergency responders as appropriate).
- Escalate action to the incident or crisis management team.
- Respond appropriately to specific threats.
- Respond appropriately when evacuated from the site.
- 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 Competencie	
Adaptability	Level 2
Creative Thinking	Level 2
Decision Making	Level 2
Networking/Relationship building	Level 2
Planning & Organizing	Level 2
Technical Competencie	
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Intermediate

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
<p>Beginner</p> <p><i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i></p>

Decision Making

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

Qualification : Education and Experience
<p>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.</p> <p style="text-align: center;">or</p> <p>Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position</p> <p style="text-align: center;">or</p> <p>Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position</p> <p>*Note: Industry Experience wherever its applicable</p>

Date Of Release

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