smsa

Team Leader - IT Special Projects Management

Job Title	**Team Leader**
Division	**Information Technology Division**
Department	**Special Projects Department**
Section	**IT Special Projects Management**

Location	**Head Office**	**Direct Reports**	
Reports To	**National Manager – IT**	**Version Number**	1
External Relations	**Suppliers**	**Guide Number**	7048
Internal Relations	**All departments and branches**	**Job Code**	

Basic Function

Ensuring significant, institute-wide IT project success by agreeing to, implementing and monitoring individual and Team objectives and targets in accordance with company policies and procedures. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Project management

- Define project scope, goals, and deliverables with the support of the management of operation, SSC (SMSA Service Center), customer service, finance, and IT.
- Develop and track project plan with timelines and milestones.
- Continually manage project expectations with SMSA departments.
- Manage communication with the vendor.
- Manage testing and acceptance process for project deliverables.
- Creates project plans, define strategic implications, and determine the requirements to achieve a successful implementation.

Development

- Deployment system and change management with the support of SMSA departments.
- Oversee application and operation of systems and their effectiveness and ensure proper functioning.
- Conduct meetings with department directors, inform them of the regulations that have been developed, and take their recommendations.
- Inform departments of new systems installations and ensure appropriate training.
- Receive feedback on the new regulations, if any; work on modifications to existing.
- Remain informed of commonality in the development of internal systems of the company.

Maintenance

- Identify and resolve issues.
- Hardware software support

Reports

- Prepare project status reports denoting achievement and constraints.

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	
Communication	Level 3
Continuous Learning	Level 3
Initiative	Level 3
Teamwork	Level 3
Technical Competencie	
Networks, Infrastructure / Server Management Knowledge	Intermediate
Service Management & Desktop Support Knowledge	Intermediate
SMSA Applications Knowledge	Intermediate

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: