Web Developer - Information Technology Management

Job Title	**Web Developer**
Division	**Information Technology Division**
Department	**Information Technology Department**
Section	**Information Technology Management**

Location		**Direct Reports**	
Reports To	**National Manager – IT**	**Version Number**	1
External Relations		**Guide Number**	7043
Internal Relations	**All departments and branches**	**Job Code**	

Basic Function

Gathering and analyzing requirements; leading the design, development, and implementation of the software applications; and providing troubleshooting if required. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Liaise with Company personnel to analyze current operational procedures and IT requirements in terms of software applications.
- Evaluate new developments in software to determine usefulness and compatibility with existing software.
- Upgrade system and correct errors to maintain system after implementation.
- Collaborate with Application team and IT staff to support our application and ensure they are meeting the needs of the company and technical support staff
- Mobile payment solution integration
- Whatsapp chat box development

Development

- Develop and design new software's/Applications
- Work with the Marketing team to design web-based user interface
- Document code consistently throughout the development process
- Install and configure applications for clients.
- Draft design documents for all new software applications
- Test and monitor new systems after running live to ensure proper functioning.
- Document developed systems.

System Administration

- Administer existing Custom-Built in-house systems by attaching new sub-systems and modules to it, defining new user, and access to modules and applications.
- Handle all the problems that might occur from the existing system.

- Partially administer DB users, tables, authorities, and privileges.

- Manage privilege and accesses of existent and new modules.

- Perform e-mail system administration by creating, deleting, and modifying IDs, and granting access to new users.

- Provide support and maintenance of routine software problems in the IT systems

Maintenance and Troubleshooting

- Test and monitor new systems after running live to ensure proper functioning.

- Maintain documentation of and treat faults that occur on systems and software.

Training

- Train all employees (end-users) in all regions and branches on the new and existing systems.

- Train and support customers on software solutions provided and customized by SMSA.

- Prepare and write system end-user manuals in English and Arabic.

Reporting and communications

- Regularly report company IT issues to National Manager - IT

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

Service Management & Desktop Support Knowledge	Intermediate
SMSA Applications Knowledge	Beginner

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.), Post graduate degree an advantage. At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

 Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Level-05 position

or

 Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 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: