

## Supervisor-IT

<b>Job Title</b>	<b>Supervisor-IT</b>		
<b>Division</b>	<b>Information Technology</b>		
<b>Department</b>	<b>Information Technology</b>		
<b>Section</b>	<b>Information Technology</b>		
<b>Location</b>	<b>IBU-Egypt</b>	<b>Direct Reports</b>	
<b>Reports To</b>	<b>Country General Manager</b>	<b>Version Number</b>	<b>1</b>
<b>External Relations</b>	<b>SMSA Customers</b>	<b>Guide Number</b>	<b>7405</b>
<b>Internal Relations</b>	<b>All departments</b>	<b>Job Code</b>	

### 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 as per SMSA Target.
- Train users to use new or modified equipment, systems, or software packages.
- 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 the maximum data and information safety for SMSA Egypt by applying the needed backup process.
- Ensure all computer devices 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 initiating email address requests for new hires and follow up with the KSA team to ensure all is done on time.
- Provide support for any new branch (network and computer supplies)
- Provide support and maintenance of routine software/hardware problems in IT systems.
- Work with vendors for their support to resolve hardware technical problems.
- Ensure maximum use of SMSA Cisco call center including all required reports.
- 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 obtain offers for purchasing the needed hardware and software.
- Assess functional needs to determine specifications for purchases.
- Order computer supplies.
- Provide computer support to SMSA staff, including SDM, Core, and SDC under policy classification.
- Perform other duties as required.
- To build and maintain the respective department-required process that grants the ISO certificate for SMSA Egypt.
- ALL IT respective tickets are to be closed within the Ticket System classification
- Network & infrastructure support
- Ensure stable operation of the organization's IT infrastructure

### **Customers Support**

- Visit customers for support and new installation of SMSA software if needed.
- 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.

### **Report**

- Generated reports Monthly (Fingerprint, Ticketing System, Papercut, and Cisco) (add)

### **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
Initiative	Level 3
Planning & Organizing	Level 2
Risk Management	Level 2
Stress Management	Level 3
Teamwork	Level 3

### Technical Competencies

Networks, Infrastructure / Server Management Knowledge	Intermediate
SMSA Applications Knowledge	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	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

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 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 Supervisory position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 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>