

System Specialist - Quality Management

Job Title	System Specialist		
Division	Quality and Risk Management Division		
Department	Quality Department		
Section	Quality Management		
Location			Direct Reports
Reports To	Quality and Risk Management Director	Version Number	1
External Relations		Guide Number	6951
Internal Relations		Job Code	

Basic Function

Actively managing the implementation, maintenance, and improvement of quality systems based upon established direction and priorities to SMSA and ISO standards. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Follow-up on technical problems in the QMS and resolve them in coordination with the IT department.
- Submit proposals and recommendations for developing the QMS.
- Assist other departments in establishing and mining databases to support quality and management objectives.
- Provide support to internal functions in the application, maintenance, and improvement of quality systems and department specific processes.
- Participate in and support quality audits (internal), troubleshooting efforts and other Quality System processes.
- Interface with other departments regarding documentation requirements.
- Document all work.
- Translation & upload in SMSA System
- Conducting assigned monthly meetings & Recording the minutes
- All QRM related reports (investigation, knowledge assessment etc.)
- Guide System Document control.
- Training

Administration System

- Manage, develop, implement, and maintain the company QMS.
- Generate or update standard operating procedures to define and improve quality system functions.
- Ensure all documents are controlled and the system is always up to date.
- Organize and maintain Documentation Control Filing system so all records are readily retrievable from onsite or offsite storage.

- Support document control system facilitating document creation and approvals.
- Control and organize paper records, both active on site and off site archives.
- Manage users and access.
- Manage changes, authors, and version control.
- Maintain the established overall program design for the quality function.
- Work closely with the Quality Assurance (QA) team within the organization to maintain ISO Compliance.
- Process Change requests for quality system modifications.
- Seek improvements in processes/systems and search for efficiency gains in quality systems.
- Perform other duties as required in support of company and departmental objectives.

Reports

- Prepare regular performance reports and metrics for Quality Management Systems.

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.

Competencies - Professional and Technical

Behavioral Competencies

Adaptability	Level 3
Analytical Thinking	Level 3
Communication	Level 3
Creative Thinking	Level 2
Teamwork	Level 2

Technical Competencies

Database Management Knowledge	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Total Quality Management 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

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: