* 11 Showrooms with 55 employees
* Back office with 21 employees
* Sales with 27 employees
* Suli Electricity Department with 5 Employees
* Coordinating with Gateway, Fastlink, MyTv+ Newroz, and FIB employees which means most of them , can be around 25 to 30 employees that I am in touch with.

**Responsibilities and Duties at Fastpay/Suli-HQ Branch**

1- Camera installation, fixing, repairing, configuration, wiring, daily checking, and drilling by my own hand without the help from anyone.

2- Checking All routers, networks, cables, and Internet connections on both sides ( fastpay showrooms and Newroz sites).

3- Repairing, fixing, and configuring POSs on a daily basis.

4- POS sims reactivations

5- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.

6- Monitoring and maintaining computer systems and networks

7- Responding in a timely manner to service issues and requests from ticket system

8- Providing technical support across the company (this may be in person or over the phone)

9- Setting up or following up accounts for new users through Webhr or by email

10- Repairing and replacing equipment as necessary

11- Testing new technology

12- Possibly training junior staff

13- Printing over 400 pages of FIB contract daily, and taking to them by myself

14- Updating employees on the status of their service requests

15- Answering employee questions regarding computer systems

16- Checking, installing, and repairing system attendance connections, devices, power supply, and cables.

17- Gathering and analyzing data to diagnose problems with computer systems

18- Assist all employees with any computer or IT related issues, and guiding them.

19- Administration and guidance of one drive, Sharepoint, Office365, firewalls, load balance, email filter, backups, phone systems, mobile devices, and any other IT-related software.

20- Configure, deploy, and relocate desktops, laptops, printers, and any other related devices

21- Identify, report, and respond to potential cybersecurity threats

22- Setting up advanced network firewalls and switches

23- Provide technical documentation for configurations and procedures to the showrooms, SRs, and Back-office employees

24- Coordinate and create scope of work with various telecom sister company contractors to Fastpay that they are Fastlink, Gateway, Newroz, FIB, MyTv+ which these are most requests daily.

25- Responsible for Suli Electricity Department organization, administration, meeting, guidance, and demonstration. Also, repairing, fixing, sim reactivation, and configuration of 200 POS sunmi devices.

26- Regularly perform cabling and equipment installation

27- Open and follow up with tech support from vendors such as internet providers, cloud solutions, consultants, etc.

28- Open and follow up for internal requests like Hr requests, finance PRs, IT demands, etc.

29- Research, design and deploy new solutions to the current issues to ensure that will not happen again

30- Handling critical IT tasks and system improvements

31- Research and evaluate emerging technologies, hardware, and software

32- Researching for new issue solutions and smart ideas to apply

33- Always making sure that the employees get the maximum benefit from them and running smoothly

34- Monitor performance and ensure system availability and reliability

35- Protecting data, software, and hardware by coordinating, planning, and implementing network security measures.

36- Replacing faulty network hardware components when required

37- Maintaining, configuring, and monitoring virus protection software and email applications.

38- Monitoring network performance to determine if adjustments need to be made.

39- Designing and implementing new network solutions and improving the efficiency of current networks

40- Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP

41- Configuring firewalls, routing and switching to maximize network efficiency and security. Plus, Cybersecurity engineer, working on Sophos and other security measures so that I provide secure environment.

42- Arranging scheduled upgrades

43- Investigating faults in the network

44- Updating network equipment to the latest firmware releases

45- Going out for Events and providing full support to the events that related to Fastpay and FIB. Plus, I will stay with the team until the end. Beside doing daytime company job.

Jobs Not Related to IT:

1- All Electrical problems that are related to IT equipment, I am doing it by my own hand.

2- Electrical Improvements and surveys

3- Doing some jobs like wall drilling, carpenter and etc.