POSITION DESCRIPTION

Title:	IT Manager	**Location:**	Abu Dhabi
Department:	Administration	**Reports to:**	CAO
Salary:	Salary Package	**Band:**	4
Prepared by:	CAO	**Date:**	January 2014

Overall Purpose:

Responsible for managing, maintaining and reporting on the National Ambulance computer hardware, software and networks.

Roles and Responsibilities

The roles and responsibilities of an IT Manager:

- Keep current with the latest technologies and determine what new technology solutions and implementations will meet National Ambulance business and system requirements.

- Develop and implement all IT policies and procedures, system and user manuals, license agreements, and documentation of modifications and upgrades for areas such as architecture, security, disaster recovery, standards, purchasing, and service provision.

- Project manage the implementation and integration of the planned new technologies

- Negotiate and administer supplier contracts and service agreements.

- Communicate regularly with executive management and all users of information services and systems

- Oversee provision of IT Support for all National Ambulance operations.

- Assist in the recruitment of information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems

- Manage financial aspects of the IT Department, including purchasing, budgeting, and budget review.

- Provide performance reports on IT Service Delivery.

- Assist in the development of NA IT capabilities.

- Ensure IT alignment and support to Knowledge Management strategy and principles.

- Keep updated and maintain understanding of hardware, software, and network operating systems, and provide Level Four Support to IT Team.

- Approve the reportees time cards by the end of every month.

QHSE:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Improvement
- Participate in QHSE Risk Assessments / Inspections and conduct investigations into non conformances, near misses, incidents or complaints.

Professional and Academic Expertise

- BSc IT/BE Graduate
- A minimum of 3 years' relevant experience
- Microsoft Certifications
- Cisco Certifications
- ITIL V3 Certified
- Excellent English language skills and preferably Arabic speaker
- Ability to adapt and perform duties in multicultural environment
- Required to model company leadership values and behaviours
- Demonstrate excellent communication and interpersonal skills including interaction with NA Executives and colleagues
- Demonstrate critical thinking and decision making in stressful situations
- Ability to use sound judgment and remain calm in high-stress situations

Chief Administrative Officer

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Change Brief

Version No.	Date	Changes
1	March 14	New PD
2	July 14	Change to IT MANAGER PD
3	July 2016	Change in department and reporting line
4	July 2019	Due to review no changes
5	November 2019	Updated roles and responsibilities to add time cards