POSITION DESCRIPTION

Title:	IT Manager	**Location:**	Abu Dhabi
Department:	Administration	**Reports to:**	CAMO
Prepared by:	CAMO	**Date:**	January 2014

Overall Purpose:

Responsible and accountable for overseeing and ensuring that computing systems and equipment are operating effectively and efficiently and will demonstrate a detailed knowledge of the industry's best practices and evidence a professional track record of effective technical management, information analysis, and a thorough understanding of computer hardware and software systems.

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 the organizational needs 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 the organization's 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
- Capability to lead a team of solution designers, technical leads, developers.
- 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 the organization's IT capabilities.
- Ensure IT alignment and support to Knowledge Management strategy and principles.
- Keep updated and maintain an understanding of hardware, software, and network operating systems, and provide Level Four Support to IT Team.

QHSE & BC

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

Professional and Academic Expertise

- Bachelor of Science in Information technology or equivalent
- A minimum of 3 years' relevant experience
- Strong experience managing supplier's relationship.
- Knowledge in Robotic Process Automation and other automation tools.
- Excellent English and Arabic skills
- Ability to adapt and perform duties in a multicultural environment
- Required to model company leadership values and behaviors
- Demonstrate excellent communication and interpersonal skills including interaction with the organization Executives and colleagues
- Demonstrate critical thinking and decision making in a stressful situation

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
6	February 2022	Updated purpose, roles and responsibilities, professional and academic expertise