

## POSITION DESCRIPTION

<b>Title:</b>	IT Operation Lead	<b>Location:</b>	Head Office
<b>Department:</b>	IT Department	<b>Reports to:</b>	IT Manager
<b>Prepared by:</b>	CAO	<b>Date:</b>	May 2018

### Overall Purpose:

To provide technical network support installing, operating and providing second level support for local and wide area networks, personal computers, and the IP telephone network.

### Roles and Responsibilities:

The IT Analyst roles and responsibilities are:

#### LAN/WAN, IT and IP Telephone:

- Liaise extensively with external or internal clients
- Analyse existing systems and oversee the implementation of new systems
- Identify options for potential solutions and assessing them for both technical and business suitability
- Draw up specific proposals for modified or replacement systems
- Work closely with developers and a variety of end users to ensure technical compatibility and user satisfaction
- Provide training to end users as needed
- Maintain documentation on solved problems, procedures, and frequently asked questions
- Provide support for intranet development (Help Desk, Technical Support, Information Systems, and multi-media presentations)
- Participate in other research projects as assigned
- Define, develop, configure and support all computer applications
- Oversee implementation, support and inventory control of applications
- Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems
- Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems
- Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared
- Experience applying industry best practices for securing client devices, including group policies, certificates, client firewall configuration and anti-malware applications
- Ability to efficiently manage the deployment of a significant number of desktops/laptops using industry standard tools
- Manage IT Asset
- Other duties as required

#### Compliance:

Ensure all work is done in compliance with ISO, ADHICS and other UAE and Abu Dhabi information security regulations as required by UAE Law.

#### QHSE & BC :

Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System and Business Continuity ( BC) Compliance and Improvement

#### Professional and Academic Expertise

- A relevant IT qualification
- Minimum of 10 years' experience
- Knowledge of the operation and support of personal computers and local and wide area networks
- Knowledge of standard networking protocols
- Ability to interact with LANs and WAN vendors
- Knowledge of LAN and WAN products and protocols
- Demonstrate ability to provide a high level of customer service
- Excellent time management
- Ability to work under pressure
- Ability to maintain confidentiality

#### Change Brief

Version No.	Date	Changes
1	May 2018	New PD
2	Aug 2021	Added Compliance section and BC

Review & Approval:

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(Chief Administrative Officer)



IT Operation lead  
August 2021



HRP638  
Version 2