JOB DESCRIPTION

Position Title: Executive – Information Services	**Band: JM**
Business Group: Oil & Fats	**Business Unit: IFFCO Somaliland Seze**
Department: Information Services	**Location: Berbera**
Reporting Manager: Associate Manager– Information Services	

Job Summary

To design, setup, configure, monitor and maintain network and communication software, hardware, and components and oversee day to day functioning and availability of IT infrastructure, thus ensuring smooth IT services at the business unit level

Roles & Responsibilities

- Trouble shooting for Desktop, Laptop, Printers, Tablets, Mobile and AV devices.
- Install and configure computer hardware, software, systems, networks, printers and scanners
- Conduct Windows Server administration, backup configuration.
- Network support, including LAN, WLAN, WAN, voice, network security, and Web conferencing
- Implement Corp security standards, configuration and policies on IT infrastructure
- Coordinate with business and Corp team to inbuild and infra and implement SAP modules
- Identify, analyze and recommend IT solutions to regional management and IS Corp management as per Corporate Policies
- Identity local risks and liaise with Corporate IS to develop risk mitigation plans, work on SOC and VAPT
- Monitor and maintain computer systems and networks, manage IT devices inventory
- Respond in a timely manner for support, services, security and breakdown related issues and requests
- Perform daily checklist task for hardware and software, health of systems, technical documentation, performance monitoring and systems availability
- Ready to stretch and work on extending working hours and weekends as tech infra demands that
- Manage all aspects of the Project locally to facilitate successful delivery.
- Coordinate with Corporate IS team on ERP & Local IT Infrastructure
- Oversee project to provide metrics for reporting to IFFCO Corporate IS team.

Qualifications

- Bachelor’s Degree in Science/Computer Studies / Computer Science or related field

Work Experience

- 6+ years’ experience in the field of networking and IT infrastructure.
- Experiences in technical trouble shooting for Desktop, Laptop, Printers, Tablets, Mobile and AV devices

- Experience in at least one Helpdesk Software i.e. Sapphire/BMC remedy /ServiceNow /Manage engine
- Experience in Microsoft teams / Skype and audio video technologies such as Logitech Dock/Rally,
- Microsoft, Active Directory, Azure, Cloud system management, DHCP, DNS, Office 365
- Experience in tools such as Nagios, syslog, desktop remote support, IBM Bigfix, MDM
- End user experience in one of the SAP modules or experience in SAP support
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Competencies/Skills

- Oracle/SAP ERP Oracle/SAP ERP
- Project Management
- Techniques in process improvement
- Cloud technologies
- Communicating effectively
- Self and Team Management
- Planning & Decision Making
- Customer Centricity
- Ownership & Result Orientation

KPIS

- System availability
- Resolution Lead Time
- Process Efficiency
- Project Implementation
- Cost Savings