

IT System Administrator - Dhofar Global Tr Co LLC

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Company: Qureos Inc

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Position Type: Full-time

Salary Competitive, based on experience

Dhofar Global Tr Co LLC is a leading company in the FMCG industry, specializing in the production and distribution of household and personal care products. We are currently seeking an experienced IT System Administrator to join our team in Dubai, UAE.

As an IT System Administrator, you will be responsible for the overall management, maintenance, and security of our organization's IT systems. You will work closely with our IT team to ensure the smooth operation of our network, servers, and software applications.

Digital transformation

Aims to streamline and automate business processes, eliminating manual and redundant tasks by leveraging technologies such as cloud computing, artificial intelligence, and robotic process automation to achieve improved efficiency, reduce

costs, and optimize resource utilization.

Enhancing customer satisfaction and loyalty through digital transformation by understanding and meeting customer expectations in the digital age. By adopting digital channels, implementing personalized marketing strategies, and providing self-service portal.

Duties and Responsibilities:

Project Management, Project Execution and Monitoring:

Lead project teams consisting of subject matter experts from various departments.

Effectively communicate project deliverables, expectations, and timelines to team members and stakeholders.

Monitor and track project progress against established schedules, budgets, and quality standards.

Proactively identify and address project roadblocks or issues to maintain project momentum.

Deploy appropriate project management methodologies to ensure projects are delivered within scope, budget, and timeline.

Stakeholder Management:

Encourage positive relationships with internal stakeholders, including department heads, subject matter experts, and executives.

Collaborate across different teams to ensure seamless project coordination and collaboration.

Facilitate regular project update meetings and presentations for stakeholders, providing clear

and concise information on project status, risks, and critical decisions.

Address stakeholder concerns and ensure transparency throughout the project lifecycle.

Quality Assurance and Documentation:

Oversee project documentation, project plans, and regular reporting to ensure accurate, up-to-date, and easily accessible.

Conduct regular quality assurance checks to ensure project outputs meet established standards and requirements.

Facilitate post-project evaluations to capture lessons learned and identify areas for improvement in future projects.

Ensure compliance with relevant regulations and industry best practices.

Analysis and support of the production of project proposals or business cases

Vendor Management:

Attending meetings with vendors to discuss the projects and their implementation.

Coordinate project management activities, resources, equipment, and information with vendors.

Monitor project progress and handle any issues that arise.

Act as the point of contact and communicate project status to all participants.

Maintain positive working relationships with vendors and service providers.

Gather and Input Data and Analyse Information.

UAT and Go Live:

The end-users, stakeholders, or a selected group of users evaluate the system to ensure that it meets their requirements and works as expected.

Keep track of the UAT progress and communicate the status to relevant stakeholders.

Facilitate the sign-off process, where stakeholders formally approve the system for deployment if it meets their requirements.

Ensure successful delivery and maintenance of the project.

Duties and Responsibilities: - Networking

Handle all network and system issues of more than 100 users in UAE, Qatar & Oman.

Directly reporting to the CEO & Vice Chairman of the organization.

Oversee new and existing equipment, hardware, and software upgrades.

Monitoring and deploying endpoint antivirus Protection service for business.

Interact and negotiate with vendors, outsources, and contractors to secure network products and services.

Set up accounts, cloud store and workstation.

Manage all Microsoft Office 365 installations and emails like creating, deleting, and modifying users and emails.

Administration of creating and maintaining user and computer accounts in the active directory.

Configuration of Microsoft Teams for the employees.

Android and iOS platforms email management.

Maintain Avaya IP phone system and fax machines.

Design, implement and maintain Audio/Video systems.

Email security management.

Configure and maintain FortiGate firewalls and network administration.

Setup Forticlient VPN network connection with the data center, offices, and branches.

Configure networks to ensure their smooth and reliable operations for fulfilling country objectives and process.

Maintaining CCTV and NVR devices.

Repairing and replacing network and IT equipment as necessary

Monitor network performance and troubleshoot problem areas as needed.

Oversees installation, configuration, maintenance and troubleshooting of end-user workstation hardware, software, and peripheral devices.

Ensure network connectivity of all servers, workstations, telephone equipment, fax machines and other network appliances.

Works with other IT team members on troubleshooting, upgrades and deployments for internal operations.

Manage servers, including databases, emails, printers and backup and their associated operating systems and software.

Maintain documentation of all critical systems including network systems and hardware's with proper user rights and authorization details.

Ensure all IT systems are as per adequate standards and uniform across all departments, branches, and sites.

Collaborate with department heads to assess near and long-term network capacity needs.

Create and maintain documentation as it relates to network configuration network mapping, processes, and service records.

Develop, implement, and maintain policies, procedures and associate training plans for

network administration, usage, and disaster recovery.

Website content management (CMS) and updates, managing product information etc.

Website hosting and domain management with providers and vendors.

New IT products purchase and negotiation with vendors handling an annual budget of (500K AED) half million dirhams yearly.

Must-have Qualifications:

Experience with ERP/CRM software like Zoho or Odoo.

Excellent communication skills.

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