Job Title	Assistant IT Manager	Job Grade	B
Department	IT	Reports to	Group IT Manager
Creation Date	09 – 08 - 2021	Work Location	As per business needs

Job Purpose

The Assistant IT Manager both plans and lead the strategic management of Artan Holding and its subsidiaries' information technology and information management functions. This includes delivery of software developments, and management of systems and partly infrastructure, both external and internal facing.

Duties and Responsibilities

- Support the integration and use of educational technology tools and platforms for teaching and learning
- Provide technical support for the organization as a whole (including students, staff, faculty)
- Develop and implement IT policies and procedures to ensure the effective and secure use of IT resources
- Provide training/inductions and support to staff on the use of IT systems and applications
- Maintain accurate documentation of IT systems, configurations, and procedures
- Stay up-to-date with the latest trends and developments in IT to ensure both schools and university remains technologically competitive
- Assist in the development and management of the IT department's budget (for all subsidiaries)
- Software reporting (licensing, compliance, usage, renewals)
- Work with the senior management team to provide a strategic lead on Artan Holding's technology, analyzing and prioritizing developments, outlining opportunities and ensuring a pro-active and innovative approach
- Accountable for the delivery of all technology related projects including developments of software and ongoing enhancements
- Development of an integrated technology strategy in line with corporate aspirations
- Develop a strategic approach, innovation and best practices in the use of technology and IT within the Artan Holding group
- Make decisions on short/long term uses of technology in consultation with the senior management team
- Undertake risk assessment of both hardware and software for both internal and external business clients
- Work with the senior management team to ensure market leading technology and tools for digital engagement to deliver first class content and interaction online
- Sub-lead and manage the technical team with clear structure and processes for the IT department
- Manage development plans, business proposals, budgets, delivery time estimates and meet those time estimates
- Utilize project management methodology and agile software practices, where appropriate, to enhance business communication and to provide user scenarios for developments
- Ensure security across all of Artan Holding's technical systems and software services
- Manage and develop relationships with internal and external senior stakeholders and vendors
- Oversee out-sourced software development relationships, development and delivery
- Work with Artan Holding's Strategic Business Units (SBUs) and Business Support Units (BSUs) to achieve maximum return on investment
- Achieving the KPI of the department identified and assigned by line manager

Skills

- Significant experience in managing IT projects from inception to delivery in a systems management environment
- Exceptional hands-on experience with software development or systems management

- Strong understanding of software development and project management
- Large awareness of the current technology and a passion to seek more information on the future
- Must be creative, with initiative and drive
- Must take a pro-active approach and have the ability to work well in a team
- Must have documented working experience with Microsoft Windows Environments
- Experience with Microsoft windows configuration, installation, maintenance, support and troubleshooting of TCP/IP, networks supporting VOIP telephony, microcomputers and other systems; system development, project management, knowledge of Citrix Virtualization, client/server technology and Internet/intranets
- Strong communication skills with the ability to explain technical issues to non-technical colleagues
- Time management, organizational and task prioritization skills
- Strong written and oral communication skills (ability to speak Arabic would be an advantage)
- Ability to work in a team-oriented, collaborative environment
- Knowledge of Microsoft Office suite, including Outlook, Word, Excel and PowerPoint
- Understanding of Google Workspace for Education (Drive, Sheets, Docs, Meet, Mail, etc.)
- Knowledge of school/university software such as student information systems, library systems, LMS, VLE's
- Excellent problem-solving skills and attention to detail
- Strong communication skills (both written and verbal)
- Adaptability and willingness to learn new technologies

Education & Qualifications

- Minimum graduate degree from an accredited college or university in Computer Sciences, IT, MIS, Business Administration, Public Administration, Mathematics or related field
- A Master's degree in the above or related fields is preferred
- Relevant certifications such as CompTIA A+, Cloud+, Security+, MCP, MSCE, MCDST or CCNA

Experience

- At least five years' experience in technical operations management and/or an equivalent combination of training and experience is required
- Three of more years' experience of team leadership in a revenue-generating profit center and/or consultancy experience is preferred
- At least two years of experience in the education sector (school, university)