

<b>JOB TITLE</b>	Senior ICT Coordinator
<b>COMMENCEMENT DATE</b>	
<b>REPORTS TO</b>	Chief Financial Officer

## JOB DESCRIPTION

**Purpose of role** *Maintain and assist in all IS matters*

**Main duties and responsibilities**

Core objectives include:

- Ensure entire IT system is operational and performing to the optimum with regular maintenance to ensure minimal unforeseeable downtime
- Maintenance of all software platforms and systems especially Dynamics GP, Sales Forces, SQL database and company file system including their integration
- Ensure periodic backups are completed for disaster recovery purposes
- Provide assistance with website maintenance and development, in particular to the database programming and development areas.
- Maintenance of cyber security systems at our premises
- On time attendance to internal problems and issue reported
- Maintain company's share points or intranet
- Manage IS projects to make sure that it is delivered on time and within budgets

**Other duties**

The above list is not exhaustive and the role may change to meet the overall objectives of the company.  
Fulfil other duties as required by management and other department personnel as requested/required.

## PERSON SPECIFICATION

**Qualifications**

- *Bachelor degree in IT*

**Experience**

- *Minimum 5 years' experience in IT*
- *Extensive knowledge for system application*
- *Minimum 3 years' experience in GP, Salesforce and PowerBI*
- *Minimum 3 years' experience in Scripting*

**Skills & competencies**

- ***Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.*
- ***Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.*

- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

**Personal attributes**

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive and Innovative approach to change.

**Other**

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This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

**ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date