

ORGANIZATIONAL CONTEXT

Job Title	Senior Systems Operator
Job Code	Technical Support
Grade	7-8
Affairs	Assets Affairs
Department	Roads O&M
Section	Operations
Team	Roads Corridor Management Team
Date last updated	25 March 2014

JOB CONTENT

Role Objective

Overall accountability for managing applications through the IT system and liaising with stakeholders

Roles & Responsibilities

1. Reports to the Road Space Booking Team Leader
2. Ensuring that accuracy of all data entry
3. Manage applications
4. Produce reports
5. Receive and respond to requests regarding the application process
6. Share information to ensure customer needs are met

BEHAVIOURAL SKILLS, KNOWLEDGE AND EXPERIENCE

(Competencies, knowledge and experience needed for the satisfactory performance of the job)

Educational & Experience:

Qualifications

Essential

- Technical diploma or equivalent relevant degree
- 3 yrs + Industry experience

Desirable

- Language skills: English (required) – Arabic (advantageous)

Technical Knowledge

- Good analytical and methodical approach when making decisions.
- Familiar with forms of contracts, including responsibilities and contractual obligations
- Computer literate and thoroughly conversant with MS Office suite and relevant engineering software packages.
- Ability to work within a team and have a dedicated approach to working within and meeting deadlines

The Individual.

- Flexibility and willingness to be involved in all aspects of the operation
- Experience of working in an operation with quality and health and safety systems

- Team player but have the ability to work well unsupervised
- Good communication and organizational skills
- Good decision making skills
- Ability to identify & implement solutions to problems