PHANES GROUP®

IT & Operations Technician

**Full-time Position
Dubai, UAE**

About the Opportunity:

Phanes Group is currently looking to add an IT & Operations Technician to the team. The role will support our Business Manager with company IT infrastructure and systems, communications and operational administration tasks.

If you thrive in fast-paced environments, are a good multi-tasker and have a flair for IT and organizational activities, then we'd love to hear from you.

Want to get to know us better? Connect with us on LinkedIn:
https://www.linkedin.com/company/phanes-group

Primary Duties & Responsibilities

- Plan, organize, maintain, control and evaluate IT and electronic data operations whilst creating monthly report models and cross checks;
- Monitor network and hardware performance; reporting immediately on any discrepancies, non-conformances or packet losses that are affecting connections or not in line with company policy;
- Strong research and development skills to effectively propose and trial relevant IT systems, procedures and solutions throughout the business;
- Strictly manage data security, software and networks to maintain privacy and protection from possible cyberattacks;
- Liaise, coordinate and work with third party AMC supplier to ensure IT tasks are completed swiftly and in line with corporate policies;
- Preserve assets e.g. laptops/printers/switches, information security and control structures;
- Installation/configuration of software, drivers and hardware (inc. upgrade and preventative works);
- Maintain and control LAN/WAN systems and other networks whilst maintaining all components (servers, PoE switches, back-ups, IPs etc.);
- Keep accurate, clear and concise track of all users, hardware encryption data, Active Directory permissions and equipment inventories;
- Manage all IT onboarding and offboarding procedures for employees;
- Support project management of all infrastructure implementations;
- Produce monthly infrastructure and systems reporting across all networks;
- Give timely and solution focused technical support to the business infrastructure and the wider team;
- Provide user training on how to utilize equipment correctly and more efficiently to reduce minor technical task needs;
- Act in alignment with user needs and system functionality to contribute to organizational policy;
- Ability to work within a fast-paced environment and to tight deadlines;
- Support other non-IT related operational administration tasks as required e.g. procurement needs.

Qualifications & Experience:

- Proven working experience as an IT technician or within a similar role;
- Excellent and thorough knowledge of technical management, information analysis and computer hardware/software systems;
- Intermediate to advanced skills in Microsoft packages, mailbox portal management and system procedures;
- Strong knowledge of internet security and data privacy principles;
- Excellent communication, troubleshooting and time management skills;
- BSc in Computer Science, engineering or relevant field (this can also be referred to in related years of experience instead);
- Relevant certifications (e.g. CompTIA A+) will be an advantage;
- Fluency in English is a must.