

List of currently available positions

Project Manager (PM-01)

- Managing the day-to-day operational aspects of organizational projects.
- Being responsible for all aspects of a project from the design stage through to completion and handover to the concerned parties.
- Writing up and /or validating all project documentation.
- Submitting progress reports to stakeholders and senior managers.
- Setting the standards and methodology to be used in a project concerning the company's project management framework.
- Taking responsibility for projects through their entire life cycle.
- Properly ensuring the scoping of a project.
- Managing project budgets and resources.
- Managing the projects' team internally and externally.
- Communicating with stakeholders to clarify the desired outcome of a project.
- Ensuring that all relevant processes are followed on projects.
- Administering the allocation of jobs and budgets on a project.
- Managing project personnel to achieve project objectives.
- Regularly reviewing and analyzing the project scope.
- Identifying project risks.
- Ensuring the effectiveness and efficiencies of strategy execution governance framework.

By:

- Supporting the implementation of Strategy Management & the Balanced Scorecard throughout the Company.
- Analyzing the BSC throughout the personal, products, projects and unit objectives to ensure the strategic alignment.
- Enhancing the Project Management framework design.

Job Requirements:

- 8-12 years of experience in same role.
- Engineering/Computer Science/Business Information System or relevant University Degree.
- Background in handling IT Projects is a must.
- Fluent English written and spoken.
- PRINCE2/ PMP or equivalent and experience preferred.
- Knowledge and awareness of Project Management principles, documents and plans.
- Ability to deliver results on time, on budget, and to the very highest standards.
- Proven leadership skills.
- Ability to quickly gain the technical, behavioral and contextual elements of a project.
- Running large and small-scale projects.
- Project reporting.

Database Specialist (DBS-01)

- Evaluating database features and related products.
- Configuring and test network and security solution on the network.
- Monitoring all Database systems performance.
- Checking trends for enterprise applications data stores or Database systems.
- Monitoring, bench-marking and enhancing backup procedures.
- Securing enterprise Database systems from data loss or corruption.
- Applications patching.
- Database patching and maintenance.
- Patching Version Control across all enterprise Database systems.
- Implementing database-level integrations.
- Storage capacity management and planning.

Job Requirements:

- 2-4 years of experience in same role.
- Computer Science/Business Information System University Degree.
- Fluent English written and spoken.
- A good understanding of the underlying operating system (Unix, Linux and Windows).
- A good understanding of backup software.
- ITIL & ITSM concepts, project management and appropriate technical certificates (OCA, OCP, etc) are a plus.
- Experience in installing network cabling and patching telephony systems.
- Excellent knowledge of current protocols and standards.

Networks Security Specialist (NSS-01)

- Assessing, approving, and administering all Network and security equipment. Install any new network and security solution on the network.
- Configuring and testing network and security solution on the network.
- Handling the installing of new WAN connections that connects the Organization's network to customers, remote employees or another sites.
- Protecting the network from malicious entities such as hackers, viruses and spyware.
- Maintaining an inventory of computers, servers, terminals, modems and other access devices that are attached to the Network.
- Upgrading, managing, and maintaining VPN concentrators, routers, and other Network equipment.
- Troubleshooting any incidents, disconnections or service interruption on the core network and WAN connections.

Job Requirements:

- 2-4 years of experience in same role.
- Engineering/Computer Science University Degree.
- Fluent English written & spoken.
- Hands on experience troubleshooting hardware such as switches routers modems, etc.
- Excellent knowledge of current protocols and standards.
- Experience in installing network cabling and patching telephony systems.
- Strong Communication skills.

Applications Specialist (AS-01)

- Installation, configuration and upgrading of End User Transaction Monitoring (EUTM) and IT Service Manager (ITSM) applications.
- Establishing and maintaining sound backup and recovery policies and procedures for the EUTM & ITSM Applications.
- Planning growth and changes (capacity planning).
- Monitoring all enterprise critical applications systems performance.
- Identifying performance bottlenecks and rectifying to enhance overall applications performance.
- Developing and planning backup policies and procedures.
- Patching Version Control across all enterprise application systems.
- Administering standard applications with Super or Administrative privileges, when required.
- Implementing and maintaining high availability architectures for existing and new application systems.

Job Requirements:

- 2-4 years of experience in same role.
- Engineering/Computer Science University Degree.
- Fluent English written & spoken.
- Experience in Business Applications.
- A good understanding of the underlying operating system (Unix, Linux and Windows).
- A good understanding of the Application Software, ITIL & ITSM.
- Preferably, ITIL concepts, time management, project management, and appropriate technical certificates (OCA, OCP, etc).

Help Desk & Senior Technical Support Specialist (HDSS-01)

- Handling any urgent calls regarding complex cases that may not be resolved by call center agents.
- Analyzing properly the various parts of any received problem and developing logical solutions.
- Following up on customers periodically.
- Having good knowledge of the company business and its products to be able to reply to customers' inquiries.
- Receiving and handling most of the complex direct complaints and disputes from the Organization's members (De- Link subject and Facilities, Wrong name, Wrong NID, Subject merge, and D-merge, merge facility, Relink facilities, etc.) and update it through DMM System and review it with section head.
- Analyzing the case and forwarding it to the assigned person attached with analysis and recommended solution.
- Following up on complaints status with internal related departments.
- Generating user IDs and passwords for all new users through Admin application; which will be inquiry through the Organization's system.
- Resetting Passwords for the users through the admin application.
- Sending the new users' ID/Password the related members through FTP Folder after encrypting the file with a complex password.
- Generating new user IDs and Passwords for all new users through the NID Admin application.

Job Requirements:

- 2-4 years of experience in same role.
- Business Information System/ Business Informatics University Degree.
- Fluent English written and spoken.
- Financial/Banking Sector background is preferred.
- Experience in solving Operations technical issues is preferred.

Deadline for submission: 31/07/2020