

# Employee Position Description

Thursday, March 09, 2023

<b>Position Title</b>	Head of Information Technology and Digital Transformation
<b>Team Unit</b>	Finance - Information Technology
<b>Location</b>	Messe Frankfurt Middle East GmbH - Dubai Branch, United Arab Emirates
<p>The purpose of a position description is to explain the primary reason why a position exists, its key focus and what it is expected to accomplish. In addition, it identifies the type of experience, skills and capabilities required to perform the role at a fully competent level.</p>	
<b>Employee Role Purpose</b>	
<p><i>The role of Head Information Technology and Digital Transformation for Messe Frankfurt Middle East is responsible for:</i></p> <ul style="list-style-type: none"> <li>• Manage installation and maintenance of IT infrastructure (hardware, software and networks) in daily operation as well as in local and group wide IT projects considering data security and group IT policies.</li> <li>• Devising and establishing IT policies to support the implementation of SAP migration project regionally.</li> <li>• Delivering Messe Frankfurt's IT strategy, aligning IT deployment in a commercial and effective manner, managing the systems, maximising adoption of technologies and delivering on any strategic business change programmes through the use of both internal and external resources.</li> <li>• Analysing the business requirements of all departments to determine their technology needs and implementing appropriate solutions within the Messe Frankfurt framework.</li> <li>• Overseeing all technology operations and evaluating them according to established business goals.</li> <li>• Providing leadership in developing and implementing digital initiatives across the business which will help deliver the commercial objectives.</li> </ul>	
<b>Key Organizational Relationships</b>	
Line Manager	Director of Finance
Peers	Accountant, Accounting Analyst, HR Coordinator, IT Manager, Receptionist, Office Support
Contacts	Internal: Sales, Marketing, Operations, CRM, HR
	External: Messe Frankfurt IT Department; Suppliers
Reports	3
<b>Key Accountabilities</b>	
<b>Primary Accountability</b>	Responsible for the management of hardware and software maintenance, providing training and consultation; and recommendations about future planning, development and implementation of services and resources in an effective and efficient manner and in close cooperation with Messe Frankfurt headquarter IT department, implementing operational and strategic group policies Taking pro-active actions and solutions in consultation and approval of the Director of Finance.
<b>Activity</b>	<p><i>Networking</i></p> <ul style="list-style-type: none"> <li>• Assists in the planning and implementation of additions, deletions and major modifications to the supporting regional infrastructure.</li> <li>• Implements network security at the regional level as established by corporate IT Department in Frankfurt.</li> <li>• Oversees the administration and maintenance of the company's local infrastructure.</li> <li>• Manages the administration of the company's LAN.</li> </ul>

- Procurement, Installation and Maintenance of Hardware as well as Repair Management of Network Components (optional)
- Installation, Maintenance, Operating and Troubleshooting of the WLAN Infrastructure
- Operating and Troubleshooting of the Internet DSL lines (incl. Modems) from Internet Service Provider (ISP) Patchworks
- 1st Level Support

#### *Server Infrastructure*

- Procurement, Installation and Maintenance as well as Repair Management of Server Hardware (Hewlett-Packard)
- Procurement, Installation, Patch management and Support on the Servers
- Administration User system and Server applications
- Active Directory Administration and User management
- Operating Backup & Recovery on-site
- Server-Room Infrastructure Management (Temperature / Electricity /UPS etc.)

#### *Telecommunications*

- Manages and develops upgrades to the company's telecommunication network at the regional level.
- Oversees all telephone changes, including routing for seating assignments
- Oversees the administration and maintenance of computer stations and software for company training programs and provides additional support if necessary.
- 1st Level Support for Telecommunication system and end devices (including Mobile devices)
- Management of all office IT related hardware devices

#### *Internal Systems*

- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.
- Works with project teams to help implement Internal Systems.

#### *Help Desk Administration*

- Oversees all help desk activities at the regional level.
- Responds to escalated help desk issues.
- Oversees the administration and maintenance of our tracking software.
- Interacts with internal clients on all levels to help resolve IT-related issues and provides answers in a timely manner.

#### *Applications Supervision & Support*

- Microsoft Windows 10 (11)
- Microsoft Office 2021 (2013)
- AutoCAD
- Photoshop
- Falcon Software (optional)
- CRM system

#### *Asset Management*

- Builds and maintains vendor relationships and manages the purchase of hardware and software products in compliance with Frankfurt IT regulations and contracts.
- Manages the purchasing of all software, hardware and other IT supplies at the regional level.
- Ensures that company assets are maintained responsibly.
- License management for software licences
- Inventory of Hard- and Software products

- Communication and Coordination
  - 1st Level Support for all employees on all IT-topics
  - IT Manager – centralized contact person for Frankfurt on all IT topics

#### *Communication*

- Facilitates and holds regular status meetings with line manager.
- Keeps team well informed of changes within the organization and general information technology news.
- Effectively communicates relevant IT-related information to superiors and Frankfurt Headquarter IT department
- Delivers engaging, informative, well-organized presentations.
- Resolves and/or escalates issues in a timely fashion.
- Understands how to communicate difficult/sensitive information tactfully.
- Relays relevant IT-related information to the company in a timely manner.

#### *Domain Management*

- Register and Renew all the Domains as requested by the management
- Register and Renew all the Hosting for websites

#### *Management*

- Initiates and implements improvements in all areas of IT responsibility.
- Serves as main point of contact on all IT-related matters for the office assigned.
- Responds/acts on upper-management direction.
- Identifies and provides standards for gathering information for use in trend analysis and reports information to company management.

#### *Client Management*

- Manages day-to-day internal client interaction
- Sets and manages internal client expectations.
- Communicates effectively with internal clients to identify needs and evaluate alternative business solutions.
- Continually seeks opportunities to increase internal client satisfaction and deepen client relationships.
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#### *Internal Systems*

- Ensure security remains central to the IT strategy implementation. Keeping current with risks, threats, vulnerabilities and regulatory requirements relating to the security of Messe Frankfurt's data and that of our employees and clients.
- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.
- Works with project teams to help implement Internal Systems.

#### *Help Desk Administration*

- Oversees all help desk activities at the regional level.
- Responds to escalated help desk issues.
- Oversees the administration and maintenance of our tracking software.
- Interacts with internal clients on all levels to help resolve IT-related issues and provides answers in a timely manner.

#### *Applications Supervision & Support*

- Microsoft Windows XP, Vista, (Windows 7)
- Microsoft Office 2003 (2007)
- Blackberry Enterprise Server from Etisalat
- Focus Software

	<ul style="list-style-type: none"> <li>• AutoCAD</li> <li>• Photoshop</li> <li>• IOS</li> <li>• Falcon Software (optional)</li> <li>• SalesLogix (optional)</li> </ul> <p><i>Asset Management</i></p> <ul style="list-style-type: none"> <li>• Builds and maintains vendor relationships and manages the purchase of hardware and software products.</li> <li>• Manages the purchasing of all software, hardware and other IT supplies at the regional level.</li> <li>• Ensures that company assets are maintained responsibly.</li> <li>• License management for software licences</li> <li>• Inventory of Hard- and Software products</li> <li>• Communication and Coordination <ul style="list-style-type: none"> <li>- 1st Level Support for all employees on all IT-topics</li> <li>- IT Manager – centralized contact person for Frankfurt on all IT topics</li> </ul> </li> </ul> <p><i>Communication</i></p> <ul style="list-style-type: none"> <li>• Facilitates and holds regular status meetings with line manager.</li> <li>• Keeps team well informed of changes within the organization and general information technology news.</li> <li>• Effectively communicates relevant IT-related information to superiors.</li> <li>• Delivers engaging, informative, well-organized presentations.</li> <li>• Resolves and/or escalates issues in a timely fashion.</li> <li>• Understands how to communicate difficult/sensitive information tactfully.</li> <li>• Relays relevant IT-related information to the company in a timely manner.</li> </ul> <p><i>Domain Management</i></p> <ul style="list-style-type: none"> <li>• Register and Renew all the Domains as requested by the management</li> <li>• Register and Renew all the Hosting for websites</li> </ul> <p><i>Management</i></p> <ul style="list-style-type: none"> <li>• Initiates and implements improvements in all areas of IT responsibility.</li> <li>• Serves as main point of contact on all IT-related matters.</li> <li>• Responds/acts on upper-management direction.</li> <li>• Identifies and provides standards for gathering information for use in trend analysis and reports information to company management.</li> </ul> <p><i>Client Management</i></p> <ul style="list-style-type: none"> <li>• Manages day-to-day internal client interaction</li> <li>• Sets and manages internal client expectations.</li> <li>• Communicates effectively with internal clients to identify needs and evaluate alternative business solutions.</li> <li>• Continually seeks opportunities to increase internal client satisfaction and deepen client relationships.</li> </ul>
<b>Accountability 2</b>	Deliver IT support to other teams i.e. sales, conference, marketing and operations.
<b>Activity</b>	<ul style="list-style-type: none"> <li>• Drive digital innovation and serve as a change agent throughout the organization.</li> <li>• Set and implement digital strategy by working with cross-functional partners to map and transition analog processes to digital ones</li> <li>• Be an evangelist, championing the use of digital technology and practices to engender a digital mind-set throughout the business</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure collaboration, knowledge sharing, and digital best practices among partners and colleagues to help establish a robust digital ecosystem</li> <li>• Measure ROI for digital projects, fine-tuning approaches as needed to ensure that we're investing in the appropriate tools and resources</li> </ul>
<b>Person Specification</b>	
The following list based on what is required to perform the role at a <u>fully competent level</u> (not those of the incumbent), indicating which requirements are essential and which are preferred (or desirable).	
<b>Education</b>	Essential: Bachelor's degree in Information Technology or related
<b>Experience</b>	8+ years IT management
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• High ethical standards being at the forefront of the company's financial operations. Ethical traits include integrity, objectivity, and honesty, trustworthy and respectful.</li> <li>• Possess cultural awareness and sensitivity</li> <li>• Organised and efficient, excellent attention to detail, an ability to manage analytics</li> <li>• Acts confidently and assuredly; communicates competently with different groups of persons, reacts in a relaxed way to critical requesting; persuasive, responsive and always pro active</li> <li>• Shows high commitment and high willingness to perform; takes over additional tasks and responsibility on own initiative; team player</li> <li>• Is resilient in difficult situations; is able to cope with setbacks; reacts in a flexible way to unexpected events; can handle pressure and work to tight deadlines.</li> </ul>
<b>Computer Skills</b>	<ul style="list-style-type: none"> <li>• Windows –Server (2016 and newer)</li> <li>• Linux</li> <li>• Macintosh</li> <li>• Exchange Server</li> <li>• SQL Server</li> <li>• SAP ERP</li> <li>• Palo Alto Firewall and Routers (as provided)</li> <li>• VOIP Server (Avaya)</li> <li>• Anti Virus Server configuration, implementation and maintenance</li> <li>• Webhosting and Domain Management</li> <li>• Microsoft Office Applications</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Management and supervisory</li> <li>• Ability to install and administer computer hardware, software and networks</li> <li>• Team building</li> <li>• Analytical and problem solving</li> <li>• Decision making</li> <li>• Effective verbal, presentation and listening communication skills</li> <li>• Effective written communication skills</li> <li>• Computer skills including the ability to operate computerized accounting, spreadsheet, word processing and graphics.</li> </ul>
<b>Core Skills</b>	
These are the attributes significant to the performance of the Employee which are to be observed and given feedback on during the mid-year and year-end reviews.	
Technical	<ul style="list-style-type: none"> <li>• Demonstration of technical expertise in the installation and administration of computer hardware, software and networks</li> </ul>

	<ul style="list-style-type: none"> <li>• 'Best in class' development, implementation and performance of services to key internal stakeholders</li> <li>• Knowledge of best computer security practices</li> <li>• Experience in the Events Industry preferred</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>• Timely execution of projects to standards expected by internal stakeholders</li> <li>• Ability to multi-task (respect milestones), and prioritise to ensure timeliness and quality of deliverables</li> <li>• Close cooperation with headquarter IT department in order to ensure seamless implementation of local and centrally coordinated measures, as well as strategic projects (MF Next, SAP migration)</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Autonomous by nature, assumes full responsibility for actions</li> <li>• Timely escalation of issues, and /or request for support as necessary</li> <li>• Always puts the interests of the employer ('business') first, and does not subject to unnecessary risk</li> <li>• Model 'Team Leader'</li> </ul>
Business Partnering (service delivery and stake holder management)	<ul style="list-style-type: none"> <li>• Adoption of business-minded approach in resolution of IT issues /concerns</li> <li>• Management of stakeholder expectations ('no surprises in service delivery')</li> <li>• Exemplary Teamwork (omnipresent 'in the business')</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Facilitates and holds regular status meetings with line managers.</li> <li>• Keeps teams well informed of changes within the organization and general information technology news.</li> <li>• Effectively communicates relevant IT-related information to senior management and staff.</li> <li>• Maintains regular contact with headquarter IT department about IT-related projects, -information and group IT guidelines</li> </ul>
Commerciality (cost effective IT business solutions)	<ul style="list-style-type: none"> <li>• Promotes commercial interests of the business in the recommendation of IT-led business solutions</li> <li>• Exhibits entrepreneurial capabilities ('out-the-box' thinking)</li> <li>• Demonstrates a "can do attitude" when working with stakeholders to ensure the business objectives are achieved</li> </ul>
<p><b>General Performance Requirements</b></p> <p>These are competencies describing the abilities, motivations, and traits of the Employee. Like the core skills, the general competencies are to be observed and given feedback on during the performance reviews.</p>	
Professional Knowledge	<ul style="list-style-type: none"> <li>• Has well-founded and acknowledged specialized and methodological knowledge</li> <li>• Engages personally in further trainings in adjoining fields of activity</li> </ul>
Change	<ul style="list-style-type: none"> <li>• Deals objectively with upcoming changes and accepts them</li> <li>• Applies new procedures and processes to own field of activity</li> <li>• Is interested in other cultures; is informed about other cultures and their particularities</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• Becomes acquainted with new problems within a reasonable lapse of time; analyses systematically and proposes solutions</li> <li>• Structures complex problems; plans systematically necessary working steps for himself and others</li> <li>• Collects actively relevant information for decision-making; balances pros and cons of decisions; supports their execution actively</li> </ul>

Behavioral	<ul style="list-style-type: none"> <li>• Displays endurance and capacity for a fast paced business environment</li> <li>• Assertive and has the ability to take charge of situations</li> <li>• Follow policies, accept external controls and supervision and work within the rules</li> <li>• Positive attitude regarding people and outcome</li> <li>• Uses available information to make quick decisions</li> <li>• Friendly, cooperative and agreeable</li> <li>• Independent and self-reliant</li> <li>• Able to think clearly and be objective in decision making</li> </ul>
Social	<ul style="list-style-type: none"> <li>• Listens actively; delivers content and own opinion comprehensibly and clearly; inquires in case of uncertainties; is able to expose own position; has basic presentation skills</li> <li>• Approaches other people actively; is able to integrate in existing teams; accepts different opinions</li> <li>• Discerns interpersonal conflicts; avoids personal attacks; aims at objective solutions; searches for compromise</li> <li>• People oriented and participates with colleagues; sociable</li> </ul>
Entrepreneurial	<ul style="list-style-type: none"> <li>• Adjusts planning and execution of tasks to the achievement of the department's targets (short term or long term strategy)</li> <li>• Defines detailed target and performance expectations</li> <li>• Is mindful of cost reduction; respects cost planning</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Knows the requirements, rules and principles for field of activity; observes them on the whole</li> <li>• Sets clear and realistic targets for himself and others; respects priorities and higher-level general framework, passes on necessary information for objectives</li> <li>• Is interested in personal and technical development of employees/colleagues; identifies and formulates development needs; gives positive and negative feedback to employees</li> <li>• Challenges others to develop as leaders while serving as a role model and mentor.</li> <li>• Inspires coworkers to attain goals and pursue excellence.</li> <li>• Identifies opportunities for improvement and makes constructive suggestions for change.</li> <li>• Manages the process of innovative change effectively.</li> <li>• Remains on the forefront of emerging industry practices.</li> </ul>