

# Employee Position Description

Friday, August 25, 2023

<b>Position Title</b>	IT Infrastructure Analyst
<b>Team Unit</b>	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 IT Infrastructure Analyst for Messe Frankfurt Middle East is to:</i></p> <p>Assist the Head of IT to provide dedicated support and oversight in managing our organization's intricate IT systems, networks, Microsoft environments, and cloud platforms. This role is pivotal in ensuring the highest levels of reliability, security, and scalability across our technology infrastructure</p>	
<b>Key Organizational Relationships</b>	
Line Manager	Head of IT
Peers	
Contacts	Internal: Sales, Marketing, Operations, CRM, HR, IT External: IT Suppliers, System Providers
Reports	
<b>Key Accountabilities</b>	
<b>Primary Accountability</b>	Managing the Entire IT Infrastructure Landscape i.e Servers, networks, etc
<b>Activity 1 - Server Administration</b>	<ul style="list-style-type: none"> <li>Install, configure, and maintain server operating systems (Windows, Linux, Unix) to ensure optimal performance and uptime.</li> <li>Manage server hardware, provisioning, monitoring, and troubleshooting for efficient operations.</li> <li>Implement backup and disaster recovery strategies to ensure data protection and business continuity.</li> <li>Monitor system performance metrics, diagnose issues, and optimize resource utilization.</li> <li>Administration User system and Server applications</li> <li>Active Directory Administration and User management</li> <li>Operating Backup &amp; Recovery on-site</li> <li>Server-Room Infrastructure Management (Temperature / Electricity /UPS etc.)</li> </ul>
<b>Activity 2 - Network Administration</b>	<ul style="list-style-type: none"> <li>Administer network services such as DNS, DHCP, VPN, and LAN/WAN connectivity for seamless communication.</li> <li>Monitor network performance, troubleshoot connectivity issues, and ensure network security.</li> <li>Collaborate with teams to design and implement network solutions aligned with business requirements.</li> <li>Implement and maintain security measures, including firewalls and intrusion detection systems.</li> </ul>
<b>Activity 3 -</b>	<ul style="list-style-type: none"> <li>Manage Desktop Central, Service Desk Plus, Door Access and MyQ - ensure system up and running, keep up to date, bug free, if any issue - follow-up with vendor and get the issue resolved.</li> <li>Manage MailStore Server and ensure system up and running, keep up to date, bug free, if any issue - follow-up with vendor and get the issue resolved. User Archive Export/ Backup as per requirements.</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage Avaya IP Telephony &amp; Dial-Guard and ensure system up and running, keep up to date, bug free, if any issue - follow-up with vendor and get the issue resolved.</li> <li>• Maintain Network Infrastructure and Switch Diagram, Rack diagram, Network points mapping.</li> <li>• Manage NAS, CCTV, Sound and Video conference System- ensure system up and running, keep up to date, bug free, if any issue - follow-up with vendor and get the issue resolved.</li> </ul>
<b>Person Specification</b>	
<p>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).</p>	
<b>Education</b>	Essential: Bachelor's degree in Information Technology, Mathematics or similar
<b>Experience</b>	<p>Minimum 5+ years of experience as IT Infrastructure Analyst</p> <p>Preferred:</p> <ul style="list-style-type: none"> <li>• Middle East experience working in an IT Infrastructure Domain</li> <li>• Working experience in managing of core hardware and software components of a Data Center including LAN/WAN, DNS, and DHCP infrastructure, Server Farm, Data Center, NAS, and virtual environments, Active Directory, DHCP, DNS, SMTP, and SNMP, VPN, terminal services, routers, firewalls and switches</li> <li>• Expertise in configuring and managing O365 applications, including Exchange Online, SharePoint Online, OneDrive for Business, and Teams.</li> <li>• Experience and/or knowledge of various networking systems concepts including email, firewall, servers, network security, network protocols, etc.</li> <li>• Proficiency in server operating systems (Windows, Linux, Unix), networking principles, Microsoft environments, and cloud platforms.</li> <li>• Experience with cloud platforms such as AWS, Azure, Google Cloud, including cloud administration and optimization.</li> <li>• Experience with Voip Based Telephony Experience ( Avaya etc)</li> <li>• Excellent IT skills and computer literacy</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• High ethical standards being the front office representative of the company. Demonstrates sound work ethics, ethical traits include integrity, objectivity, honesty, trustworthy, respectful, due care and hospitality.</li> <li>• Possess cultural awareness and sensitivity</li> <li>• Ability to be courteous and helpful.</li> <li>• Must show aptitude and desire to learn new skills and improve the current skills required for the job.</li> <li>• Must demonstrate creativity and good design skills for different publications.</li> <li>• Organised and efficient, excellent attention to detail.</li> <li>• Work as a team member and to promote a positive work environment.</li> <li>• Ability to plan and prioritize work load without supervision</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> <li>• Excellent interpersonal, cross-cultural, verbal and written communication skills</li> <li>• Excellent project management, process improvement skills and adapt to change management.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to come up with innovative solutions to problems</li> </ul>
<b>Computer Skills</b>	<ul style="list-style-type: none"> <li>• MCSA , MCSE Certification</li> <li>• Windows 10 and Server OS (Windows 2016, 2022)</li> <li>• CCNA</li> <li>• ITIL Certification (service management)</li> <li>• Desktop Central and Service Desk Plus software experience (Optional – added advantage)</li> <li>• Microsoft 365 Certified: Modern Desktop Administrator Associate or Microsoft 365 Certified: Messaging Administrator Associate are advantageous.</li> <li>• Ability to stay updated with evolving Tech features and capabilities..</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of current technologies available in the IT world</li> <li>• Analytical and problem solving</li> <li>• Team building</li> <li>• Effective verbal and listening communications</li> <li>• Stress and time management</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> <li>• 'Follow Industrial Standard Best practices' implementation and performance of services to internal clients.</li> </ul>
Project Management and Documentation	<ul style="list-style-type: none"> <li>• Provide timely support to assigned projects and keep up the standards expected by the Line Manager</li> <li>• Ability to multi-task (respect milestones), and prioritise to ensure timeliness and quality of deliverables.</li> </ul>
Troubleshooting and Problem Solving	<ul style="list-style-type: none"> <li>• Resolve the issues addressed within the allotted SLA</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>• Proactive maintenance of Hardware &amp; Software and keep clients updated with the status of the issues address.</li> </ul>
Communication (written, verbal)	<ul style="list-style-type: none"> <li>• Proactively facilitates and holds regular status meetings with line manager.</li> <li>• Keeps clients well informed of changes within the organization and general information technology news.</li> <li>• Effectively communicates relevant IT-related information to Clients and line manager.</li> </ul>
Business Partnering (service delivery, 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>
<b>General Performance Requirements</b> 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.	
Professional Knowledge	<ul style="list-style-type: none"> <li>• Has well-founded and acknowledged specialized and methodological knowledge</li> </ul>

	<ul style="list-style-type: none"> <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 past pace</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>Derived from the target settings set on personal targets and adjust the work to them; 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>Respects priorities and higher-level general framework, passes on necessary information for objectives</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>