

# Employee Position Description

Friday, August 25, 2023

<b>Position Title</b>	IT Services 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 Services Analyst for Messe Frankfurt Middle East is to:</i></p> <p>Ensure the seamless operation of an organization's information technology systems by providing efficient technical support and effective problem-solving. This role serves as a crucial link between technology and end-users, aiming to enhance user satisfaction, productivity, and overall business efficiency. By diligently analysing and resolving IT issues, collaborating with cross-functional teams, and continuously identifying opportunities for process improvement, the IT Service Analyst contributes to maintaining a reliable and secure IT environment.</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>	Ensure the seamless operation of an organization's information technology systems by providing efficient technical support and effective problem-solving
<b>Activity 1 – Technical Support</b>	<ul style="list-style-type: none"> <li>• Provide user level1 technical support for the end users.</li> <li>• Assist users in troubleshooting problems and guide them through problem-solving steps.</li> <li>• Escalate complex technical issues to appropriate IT teams for further investigation and resolution.</li> <li>• Ensure timely resolution of service requests and incidents, adhering to predefined SLAs. (Following ITIL Standards)</li> <li>• Assist with end user system updates and monitoring. Including: Patch management, spyware removal and testing, virus checking, ensuring backup of data files, etc.</li> <li>• Assist with user management. (Adding and deleting users, working with emails, etc.)</li> <li>• Monitor printers, copiers, and fax machines to make sure they are working properly and getting regular maintenance.</li> <li>• Prepare and configure new devices (mobile/laptop/desktop/landline etc.) for the users.</li> </ul>
<b>Activity 2 – Incident Management</b>	<ul style="list-style-type: none"> <li>• Log, prioritize, and manage IT incidents using designated ticketing and tracking systems.</li> <li>• Investigate root causes of incidents and recommend actions to prevent their recurrence.</li> <li>• Communicate incident status and updates to stakeholders, ensuring transparency and clear information.</li> <li>• Coordinate with technical teams to implement fixes and solutions in a timely manner.</li> </ul>

	<ul style="list-style-type: none"> <li>• Conduct post-incident reviews to analyze and improve incident response processes.</li> <li>• Prepare and Submit Services Reports (SLA Achieved, Root Cause and</li> </ul>
<b>Activity 3 – IT Asset and Inventory Management</b>	<ul style="list-style-type: none"> <li>• Assist in tracking and managing IT assets, including hardware, software, and licenses.</li> <li>• Maintain accurate records of asset inventory and ownership.</li> <li>• Coordinate asset procurement, deployment, and retirement processes.</li> <li>• Contribute to cost optimization by ensuring proper asset utilization and lifecycle management.</li> <li>• Manage IT inventory, including stock levels, replenishment, and tracking.</li> <li>• Collaborate with procurement teams to ensure timely availability of IT equipment.</li> <li>• Monitor inventory levels and ensure alignment with organizational needs.</li> <li>• Implement efficient inventory management practices to minimize waste and excess.</li> </ul>
<b>Activity 4 – Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Assist in research of new technologies and software that might be beneficial.</li> <li>• Assist with technical documentation of systems and process workflow.</li> <li>• Assist with creation and documentation of IT systems and networks.</li> <li>• Assist with the creation of technical knowledge base for common issues experienced by the end users.</li> <li>• Vendor Management and Coordination.</li> <li>• Negotiation Skills</li> <li>• Inventory Management</li> </ul>
<b>Activity 5 – Tech Tools and IP Telephony</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> <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>• Collaborate with network and telecom teams to optimize IP telephony performance.</li> <li>• Contribute to the expansion and enhancement of IP telephony capabilities.</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 Service Analyst / Desktop Support Engineer</p> <p>Preferred:</p> <ul style="list-style-type: none"> <li>• Middle East experience working in an IT support role</li> <li>• Experience and/or knowledge of various networking systems concepts including email, firewall, servers, network security, network protocols, etc.</li> <li>• Experience with computer and printer maintenance and repair.</li> <li>• Excellent IT skills and computer literacy</li> <li>• Working knowledge of the functions of core hardware and software components that comprise a large system or network including LAN/WAN, DNS, and DHCP infrastructure, network and systems hardware and software, NAS, and virtual environments, Active Directory, DHCP, DNS, SMTP, and SNMP, VPN, terminal services, routers, firewalls and switches</li> <li>• Proven experience working with Microsoft Office, Windows 7 and 10</li> </ul>

<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Strong problem-solving skills with the ability to analyze complex issues and recommend effective solutions.</li> <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>• Ability to come up with innovative solutions to problems</li> </ul>
<b>Computer Skills</b>	<ul style="list-style-type: none"> <li>• ITIL Certification (service management)</li> <li>• MCSE Certification / Microsoft 365 Modern Desktop Administrator Associate</li> <li>• Windows 10 and Server OS (Windows 2016 &amp; Above)</li> <li>• Microsoft Office 2021 / 0365</li> <li>• CCNA (optional – added advantage)</li> <li>• Desktop Central and Service Desk Plus software experience (Optional – added advantage)</li> <li>• Should be familiar with all windows technology.</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> </ul>

	<ul style="list-style-type: none"> <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> <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> </ul>

	<ul style="list-style-type: none"> <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>