FARNEK

HOD ICT

Description
ICT Management

• Lead ICT department including people and process not limited to PC, User, Network, Servers , Assets and Cyber Security and communication (Etisalat)

• Lead ERP, CRM, Zoho, Zuper, Eprocurement and HRMS with supplier for Project Management.

• Ensure that policies and procedure relating to ICT Operations (Procurement and Helpdesk) and Infrastructure, R&D and Cyber Security compliance are updated and up to date with ISO requirements.

Department Management

• Lead in the developer hiring process, conduct interviews and support team to train new developers

• Providing software development guidance to the team and ensuring they adhere to development standards

• Keeping abreast of new software technologies

• Ensure the delivery of the software is bug-free and compliance with the quality

• Make sure all the product development project plans are updated

• Liaising with suppliers and 3rd parties to make sure the supply chain process is running smoothly

• Lead R&D Department, their scope, work load, team, time management, and respective project deliverables timely.

• Lead source code and database management, published services with its cyber security requirements.

• Develop, Support, and execute business strategies to achieve HITEK R&D

• Lead Artificial Intelligence R&D for business use case across HITEK applications

• Organise and lead business (departmental & product-based) and customer meeting for scope of work and development activities

• Gather and evaluate user feedback and then modify products for better usability

• Collaborate and take a lead with systems analysts, engineers, and programmers

Hiring organization
Farnek Services LLC

Employment Type
Full-time

Industry
Information Technology

Date posted
02/21/2024

to design solution as per contract from RFP, support required applications

• Liaison between Business Development Team, Sales Manager & Departmental heads and HITEK Consultant for R&D and Sales estimations

• Data Analysis / Data analytics.

General Management

• Build long-term, trusting relationships with shareholders, business partners and authorities

• Developing and implementing business plans to improve cost efficiency.

• Weekly & Daily Meetings with the team, stakeholders

• Determine and suggest as part of the proposal contractual solution performance standards and hardware configurations based on client specifications, budget, security needs, and other parameters

• Ensure Invoicing & Payments process inline and on-time

• Ensure regular team holidays, not conflicts with same skills and product peers, not impact any solution development and customer implementation

• Supporting team in case of any support required, providing leadership to the team.

• Always approachable and open to suggestions from team members.

• Maintaining working knowledge of the business sector.

• Updating and enforcing company policies.

• Building employee engagement.

• Performing performance metrics / perform indicators and Strategic goals.

· Interest and Knowledge in Artificial Intelligence

· Experience in optimizing the business processes

Qualifications
Education/Qualification

• Bachelor's or Masters' degree in computer science or similar.

• Infrastructure, Network, and security certification is a must

Experience (experience required for the job)

• Minimum 5 years experience working in a managerial role or similar background.

• Understanding of technical customer / centric solutions.

- Understanding of network, infrastructure, cyber security, programming frameworks, source code management and AI

- Good English communication is a must.