

## **MIS Manager**

- Ensure that the proper systems/procedures and controls are in place and correctly implemented by employees.
- Design/implement revised and/or new procedures to support market/operations/production changes.
- Ensure timely and accurate generation and execution of all MIS operations.
- Identify and recommend improvements to established procedures, forms and workflows.
- Ensure that the proper systems/procedures and controls are in place and correctly implemented by employees.
- Prepare monthly volume statistical report.
- Oversee the information systems department, this may comprise of network management, network security and the software development.
- Plan of computer related work and new technologies to simplify the job processes and satisfy the end user.
- Manage and plan large IT projects which may have team members from outside vendors and employees from different departments of the organization.
- Assist the end-users with the system and software functionality of a company's software system and related technical issues can also be a part of the job.
- Train various employees to be confident with various computer applications usage is another responsibility.
- Responsible for maintaining servers and workstations
- Perform system diagnosis, repair and updates to ensure data integrity and reliability of automated tasks.
- Assists with diagnosing and resolving problems with printers, copiers, fax machines and networks.
- Provide help-desk and on-site technical support of hardware and software.
- Interface with users to identify computer related needs and provide appropriate software/hardware support applicable to those needs.
- Ensure the anti-virus software is always up to date and share necessary information with users regarding potential risks.
- Track and maintain accurate inventory of all computing equipment.
- Monitor, order and distribute computer supplies.
- Provide instruction to staff on the use of computer applications and systems.
- Generate reports as requested by the Principal.
- Ensure routine backups are performed as outlined by the Backup & Restore Manual.
- Assist in maintaining and updating of web site and intranet.

## **Minimum Academic Qualifications**

Bachelor's or equivalent

## **Selection Criteria**

1. Ability to complete day to day duties
2. Critical thinking
3. Customer centric
4. Troubleshoot issues with software, hardware, networks and databases
5. Min 3 years of relevant working experience in handling MIS matters