

Job Title: IT Executive (Operations & Digital)

Department: Operations / IT

Reports To: IT Manager / Admin Manager / Chief Operating Officer (COO)

Location: Head Office – KSA (with coordination across Dammam, Riyadh, Jeddah)

Job Purpose The IT Executive manages the company’s digital infrastructure, including email and cloud servers, while bridging the gap between technical systems and core business units—Trading, Distribution, and Production. To ensure required ERP outputs are available in ERP for independent users. Allow user role access in ERP as per management guideline. This role is responsible for maintaining high system uptime and acting as the primary technical liaison for external digital marketing agencies to ensure business growth.

Duties and Responsibilities:

- **Infrastructure Management:** Administer and maintain corporate email servers (Microsoft 365/Google Workspace) and cloud environments 3rd party servers) to ensure 24/7 business continuity. Maintain records of access data, personnel wise and business wise.
- **Documentation & Reporting:** Maintain accurate logs of IT assets, software licenses, and cloud usage through ERP and manual Excel tracking.
- **Technical Troubleshooting:** Provide hands-on hardware support and troubleshooting for desktops, networking equipment, and peripheral devices across all branch locations.
- **Database & Development:** Utilize basic programming and database knowledge (SQL) to manage data flow, generate inter-company reports, and maintain data integrity.
- **ERP & Business Process:** Manage the ERP system with a deep understanding of business workflows in Trading (procurement/sales), Distribution (logistics), and Production (shop-floor).
- **Digital Marketing Liaison:** Coordinate with 3rd-party digital agencies to manage SEO, SEM, and social media technical requirements, holding vendors accountable for deliverables.
- **Vendor Management:** Identify and qualify external technical vendors and ensure all outsourced digital tasks meet company standards and timelines.

- **Security & Compliance:** Ensure all systems adhere to company security policies and Saudi Arabian data regulations, including regular backups and system updates.
- **Project Coordination:** Make use of electronic media to stay updated on new technologies and projects that could optimize production or distribution efficiency.
- **Continuous Improvement:** Proactively suggest system enhancements to improve the flow of information across different business entities.
- **Internal Support:** Provide technical assistance and training to staff across departments to enhance their proficiency with company software.
- **Ad-hoc Tasks:** Perform any other related activity or technical assignment as directed by the Line Manager or HOD.

Qualifications:

- **Education:** A university degree in Computer Science, Information Technology, Engineering, or a related technical field with excellent PC skills.
- **Experience:** 3+ years of relevant experience in IT infrastructure, ERP management, or a hybrid technical-operations role.

Skill Sets:

- **Functional Knowledge:** Deep understanding of the Trading lifecycle, Distribution logistics, and Production shop-floor operations.
- **Technical Proficiency:** Advanced knowledge of cloud server setup, email server administration, and basic SQL/programming.
- **Vendor Oversight:** Ability to manage and hold external digital agencies accountable for SEO and social media performance.
- **Problem Solving:** Ability to identify and resolve complex technical and process-related problems in a timely manner.
- **Multi-Tasking:** Able to organize, prioritize, and manage multiple IT projects in a dynamic, fast-paced environment.
- **Interpersonal Skills:** Well-developed communication skills to translate technical requirements into business language for various departments.
- **Self-Learner:** Ability to stay updated with rapidly changing cloud technologies and adapt to the company's evolving digital needs.
- **Multicultural Collaboration:** Ability to work effectively in a multicultural environment with colleagues across different time zones.
- **Driving:** Valid KSA driving license and the ability to travel between branch locations for hardware support.