JOB POSTING REQUEST FORM

Job Details

Reference #	CP-184-2021
Company Name	Aramex Lebanon S.A.L
Industry	Shipping & Transportation
Vacancy	IT Executive
Job Type *(FT, PT, Contractual, Seasonal)**	Full time
Major	Computer Science / IT / MIS
Years of Experience	0-2 years of experience
Education	BA – MBA is a plus
Location	Dekweneh – Mar Roukoz - Aramex Building
Remuneration & Benefits	
Tasks & Responsibilities	- Resolve all employee Help desk within the time frame - Assist Aramex clients upon setting up e-tools (CTS, EPOD, Integrations, etc.) - Send new hardware/software request to procurement department - Create and manage user accounts and access permissions. - Set up workstations for new employees (software/hardware) - Setup and manage local scanners - Support and troubleshoot hardware/software issues on work stations/scanners and ensure latest software updates deployment. - Maintain local servers and responsible for local data center. - Manage data Backup schedules and physical backup media storage - Ensure implementation of latest software security patches and updates - Run scheduled antivirus and resolve threats immediately as it occurs - Monitor local server's health, link status for all country branches and call center systems

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- Handle GCS and resolve cases on daily basis
- Manage local SQL server where applicable and maintain annual inventory of all IT related assets (hardware and software)
- Supervise and follow up on tasks given to external IT companies
- Handle all systems issues related to security, card access team, networking team, maintenance team, Queue system, Hoshan for Printers/Scanners
- Follow up with internet and telecom providers
- Assist in developing software to ease procedures (COD System, Aramex Cashier system)
- Adhere to company HSSE, compliance and sustainability corporate policies