



Head of Department – System Integration

JOB DESCRIPTION

Position Title	: Head of Department
Department	: System Integration
Reporting To	: General Manager, (Direct Report) Finance Manager and Managing Director (Dotted line)
Subordinates	: Snr Project managers, Project managers, Senior Engineers, Engineers, Technicians, and freelance staff.
Grade	: B
Date Prepared	: 8/03/2021
Contract Period	: 2 years
Hours of Work	: Flexible working hours to suit the needs of the business, working from home. In the office or on site is to be expected. CTME will manage the working week in line with the UAE labour Law. Hours worked outside of this can be compensated as time off.

Background

CTME LLC is a company that is renowned for and specialises in LED screen and Projection systems, delivering a wide range of activity and projects across the Middle East region. The core business is Live Events; however, the company has several revenue streams which means it also delivers System Integration Projects, provides Venue services, Communications, Full-service Delivery, Virtual reality projects and undertakes Sporting Event Perimeter screen management. The company has grown substantially and is constantly diversifying into other areas of business. The staff at CTME are expected to be proactive, adaptable to change and enjoy being part of a successful developing business.

Job Purpose

As Head of Department, the purpose of the role is to be the company representative to manage the System Integration Team and associated delivery process from appointment to completion, to be the point of contact for Team and to lead on major projects.

The role reports to the General Manager and requires oversight of all the Systems Integration teams’ projects. The leadership role will require reporting to management on the status of projects and having and the responsibility for management of all project costs and cash flow. The HOD – SI will be required to lead on the larger projects and to work with the business development team in the production of Tenders and bids for projects. It is expected that the HOD will endeavor to actively support the company in the search for new projects.

As the HOD for the department there will be requirements to manage the day-to-day staff needs such as expenses, annual leave, and disciplinary requirements. The SI HOD will work with the senior management team and HR to recruit team members as an when necessary.

Key Responsibilities

Duties will include:

- Strategic relationship development and management of Key Consultants and influencers
- Create and introduce technical standards, best practices, process, and document control to support all aspects of projects.



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- Ownership and development of documents required for submissions, BOQ's Costings, Quality Plans, Environmental plans, Sustainability plans, Health, and safety etc.
- To provide critical on-site support and decision making to both the design team and contractors
- Continuous review and assessment of existing and future projects
- Resource management for projects, crewing, logistics etc.
- Management of all departmental and project Budgets
- Liaison with Business development and support for Bids/proposals
- Attendance on site for project meetings
- To be Project lead on major projects
- To actively support CTME on locating and securing new projects within the region
- Day to day management of the SI team
- To actively support the company in retaining ISO standards achieved and manage nonconformity along with review and development of SOP's and corrective logs.
- To chair and manage the team meetings as part of the CTME communications strategy.
- To be the responsible person for the SI projects in relation to Health and Safety
- To ensure the team undertake relevant training and certification to enable the delivery of projects.
- To liaise with all other CTME departments in relation to warehouse requirements and warehouse activity
- To manage and maintain a freelance resource data base for SI engineers and support staff.
- To undertake additional duties relevant to position skills and experience.

Specific Responsibilities

- Assess and cost to ensure the project is commercially viable, includes adhering to all company financial requirements and processes.
- Oversee the Design and specification technical requirements and resources for all A-V requirements.
- Oversee the programming and support the resourcing for the projects including internal personnel and external resources along with schedules and logistics.
- Approve project schedules including related resources planning.
- Oversee and approve the supply chain and procurement for the project.
- Provide leadership and direction for the team and client.
- Ensure adherence to all site conditions and standards during installation including testing & commissioning, test events and handover.
- Oversee production of all project documentation including O&M's.
- Calculate, negotiate, and oversee Service Level Agreements and maintenance for the project.
- Develop and maintain working relationships with client base, and suppliers both new / old.
- Review and assess costs for RFP's with commercial and technical expertise & knowledge.
- Approve system designs using appropriate software packages such as Auto Cad, Project, Teams etc.
- Support the Project teams in any AV and IT System issues and recommend rectification.
- Implement and supervise Standard Operating Procedures.
- Oversee, develop, and administer project structure and delivery from new business or continued account leads within System Integration arena.



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General Responsibilities

- Attend site for inspections, meetings as required.
- Attend/Chair company and departmental meetings as required.
- Deputise for other team members, as necessary.
- Support the sales team in assessing bids and feasibility of a project.
- Manage personnel and sub-contractors.
- Recommend and maintain a freelance database of additional personnel.
- Record keeping and general administrative duties as required.
- Be able to work unsupervised and to lead a team.
- Author and undertake training for company personnel and clients.
- Management of own health and safety and that of other people who may be affected in the workplace.
- Ensure personal presentation, punctuality, and reliability, which reflect the corporate image of CTME.
- Effective communication and interpersonal skills.
- Strong attention to detail and quality of work.
- Fluent in English, written & spoken.
- Flexible to work across 7 days a week, night, and day in a professional construction environment.
- Friendly & approachable
- Excellent communication skills at all levels
- Willingness to work as a team member
- Deputise for other HOD's when necessary

Skills and Experience

- Good Project Management experience.
- Experience of managing large budgets and cashflow.
- Knowledge and evidence of electronics and event systems.
- Experience of managing teams.
- Experience of project management tools.
- Experience of management of procurement logistics.
- Experience of senior project management and personnel management skills.
- Knowledge of construction H&S, site management and testing & commissioning.
- Experience of technical authoring.
- Experience of operations and implementing maintenance systems.
- Excellent personal skills and the ability to maintain commercial networks.
- Knowledge and experience of current entertainment technology required for large scale installations.
- Knowledge of relevant software programmes and evidence of using them.
- Experience of electrical, electronic and software systems.
- Methodical working practices.

The description is not intended to be an exhaustive list of all duties, responsibilities, skills or working conditions associated with this position. This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.