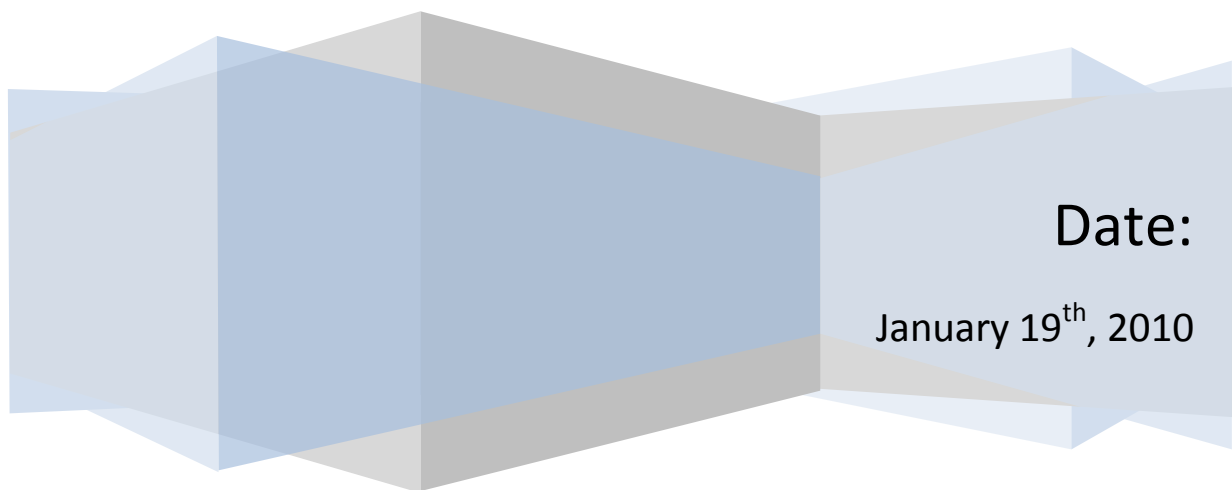


# Admin & Support in Riyadh

## Job Description



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## 1. I2TC Introduction

I2TC is a hot early stage private company in the Location Based Services Industry with advanced mapping, messaging and monitoring technology into reliable and easy-to-use solutions. As the global leader in “peace of mind” centric location services.

## 2. Job description

The Administrative & Support person is responsible for insuring office processes run smooth and organized. The administrative associate has a variety of tasks that are administrative in nature and allow other departments to rely on proper inter-operation. Bookkeeping of ongoing billing and receivables. Processing marketing tasks and client follow up. Responsible for essential communications tasks, for review of correspondence, manage phone systems and maintain standard documentation. Applies experience and inventiveness to improve work environment and processes proactively.

The Administrative Associate reports to the Country Manager.

### 2.1 Tasks and Responsibilities

- 2.1.1 Book Keeping:
  - 2.1.1.1 Data entry of all accounts receivables and payable
  - 2.1.1.2 Send and track invoices
  - 2.1.1.3 Prepare reports
- 2.1.2 Phone Systems:
  - 2.1.2.1 Manage Phone System nad extensions
  - 2.1.2.2 Mange relevant voice mail boxes.
- 2.1.3 Administration:
  - 2.1.3.1 Standardize documentation
  - 2.1.3.2 Filing of documents
  - 2.1.3.3 HR file maintenamce and research
  - 2.1.3.4 RMA Management
  - 2.1.3.5 Inventory control
- 2.1.4 Process Management:
  - 2.1.4.1 Develop Administrative processes
  - 2.1.4.2 Order office consumables and products
- 2.1.5 Miscellaneous
  - 2.1.5.1 Trade show support
  - 2.1.5.2 Travel arrangements
  - 2.1.5.3 Marketing material review and pinting
  - 2.1.5.4 Documetn review

- 2.1.5.5 Client account tracking.
- 2.1.6 Team Player:
  - 2.1.6.1 Upholds Company values
  - 2.1.6.2 Builds professional relationship with peers
  - 2.1.6.3 Open to change.
- 2.1.7 Innovation:
  - 2.1.7.1 Evaluate processes and suggest potential improvements.
  - 2.1.7.2 Try out new approaches to existing solutions.
  - 2.1.7.3 SIM Card Management
- 2.1.8 Client & Dealer support utilizing the company systems and analytical tools:
  - 2.1.8.1 Primary support through online ticketing system
  - 2.1.8.2 Secondary support through online chat tools
  - 2.1.8.3 Tertiary support direct on the phone
- 2.1.9 Product preparation and evaluation:
  - 2.1.9.1 Program and activate hardware for use
  - 2.1.9.2 Test hardware product on proper functioning
  - 2.1.9.3 Process warranty claims
  - 2.1.9.4 Manage returns process with manufacturer
- 2.1.10 Online applications:
  - 2.1.10.1 Create and maintain client accounts
  - 2.1.10.2 Maintain product registry
  - 2.1.10.3 Test client application functionality
  - 2.1.10.4 Knowledge base contributions

I2TC is looking for a dynamic and organized start-up type personality to manage these functions. You will be responsible for making our company one of the top recognized brands in their arena working in a start-up environment- working closely with a proven winning team of entrepreneurs.

## 2.2 Requirements

Essential Skills/Attributes. The ideal candidate will meet the following criteria:

- 2.2.1. Experience from a client services organization, 3-5 years in customer support
- 2.2.1. Extensive experience with call center/support processes
- 2.2.1. Occasionally available to work overtime in assistance to the 24/7 Support.
- 2.2.1. Understanding of the wireless industry, preferably location technologies, like GPS
- 2.2.1. Thorough knowledge of internet based applications and ability to access information using a computer

- 2.2.1. Proactive in problem solving and tracing root causes of issues
- 2.2.1. Versatile, hands-on, proactive, organized, team player, self-starter and analytic
- 2.2.1. Understanding and proficiency in Excel, Word, and Outlook
- 2.2.1. Ability to establish and maintain positive working relationships with other employees
- 2.2.1. Ability to work independently with minimal supervision
- 2.2.1. Interpret an extensive variety of technical instructions.
- 2.2.1. Ability to type 40 words per minute
- 2.2.1. Basic telephone skills
- 2.2.1. English language is a must and Arabic language is a plus.

### **3. Compensation**

Attractive package based on experience and qualifications.