

Job Title

IT Supervisor Gladbeck & Marl (m/f/d)

Location

Gladbeck, Germany

ORGANISATIONAL CONTEXT AND JOB PURPOSE

INEOS Phenol is the world's largest producer of phenol and acetone with an annual manufacturing capacity of over 3 million tonnes per annum. We employ approximately 600 people across five sites, located at: Antwerp (Belgium), Gladbeck (Germany), Marl (Germany), Mobile, AL (USA) and Pasadena, TX (USA). Our markets are growing worldwide. Our efficient, integrated assets provide a competitive global manufacturing base to grow with our customers, to continue to meet their needs around the world.

The IT Supervisor is responsible for the operational management of the local IT & SAP support team and associated services. Responsible for the management of IT services, helpdesk incidents, infrastructure and project management, budget oversight (fixed and capital) for Gladbeck & Marl sites, and ensures the effective implementation of INEOS Phenol IT & business objectives and strategies.

The IT Supervisor reports directly to the Global IT Manager of INEOS Phenol (American citizen).

RESPONSIBILITIES AND ACCOUNTABILITIES

- Accountability 1: Implement business IT strategies, supervise the IT staff, prepare orientation programs for new staff, ensure group deadlines are met, and supervise the upgrades to IT systems.
- Accountability 2: Design and execute IT policies to insure compliance with INEOS Phenol standards, ensure maximum reliability for IT systems and communicate status to management.
- Accountability 3: Supervise the site IT staff and maintain knowledge of their job functions to ensure their ability to meet business objectives.
- Accountability 4: Provide support to departments to help analyse their software and hardware needs and recommend solutions to meet short and long term requirements.
- Accountability 5: Collaborate with site departmental personnel (including the other IT departments at other INEOS Phenol global sites) to design and

implement IT solutions that are in compliance with security requirements. Identify issues and work to resolve.

ACCOUNTABILITIES OF THE ROLE INCLUDE

- Analysis of current IT infrastructure and research of current technological solutions to provide recommendations to management.
- Coordinate with site departments to meet their daily requirements, help specify new solutions and implement projects within specified timelines.
- Develop and implement IT systems/procedures based on user requirements. Perform tests to confirm systems meet specifications.
- Implement IT projects to ensure all work is completed on schedule, within budget and meets intended goals.
- Organize and conduct staff meetings for project reviews and supervise IT operations and services to ensure their actions are meeting requirements.
- Install, modify and make minor repairs to personal computer hardware and software systems. Request quotes, order and verify delivery of systems.
- Overall responsibility for most server based systems at INEOS Phenol. This includes reporting, configuration, data management, maintenance, and upgrades.
- Administer the corporate mail and collaboration system (O365), including coordinating external assets to ensure service delivery. Manage and maintain mobile communication systems including cell phones. Manage and maintain VMware ESX servers and clusters in multiple locations.
- Manage and maintain multiple SAN configurations by various vendors.
- Loads specified software packages such as operating systems and line of business programs into computer. Instructs users in use of equipment, software and manuals. Recommends or performs minor remedial actions to correct problems.
- Assist management in making decisions as to future software purchases.
- Provides updates, status, and completion information to manager. Replaces defective or inadequate software packages. Refers major hardware problems to contracted technicians for correction.
- Administers local and wide area network security for wired and wireless networks, includes planning, design and implementation of security measures, which safeguard access to files and data elements.
- Provide rapid response to user community's request for security assistance.
- Support and maintain site fiber infrastructure at multiple site locations.
- Assist in the design, installation and management of corporate and plant network solutions. Provide

employees with technical support for software packages that run on the network. Supervise contracted technicians on work done on Gladbeck and Marl information systems and telecommunications hardware and software.

- Design and install file back-up routines. Develop network maintenance procedures. Maintain accurate records of all maintenance, inventory and security measures associated with site networks. Advise managers of training needs for users. Assist in the development of plans, policies and procedures.
- Determine equipment and supplies required for system implementations and support. Responsible for the administration of long-range disaster recovery plans to provide the highest level of protection possible for the company.
- Duties include troubleshooting, resource monitoring and reporting. Maintain inventory records of equipment, software license and maintenance service purchases. Schedule maintenance on information processing equipment.
- Support and maintain the corporate telephone system and associated voice mail system to insure availability to all users at all times.
- Work with multiple external voice and data providers to maintain service for multiple sites.
- Assist IT Manager in preparation and monitoring of budgets for both capital projects and fixed costs.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or require that different tasks be performed when circumstance change (e.g. emergencies, changes in personnel, workload, rush jobs or technological developments).

SKILLS & KNOWLEDGE REQUIRED

Education/Experience

- Minimum a bachelor's degree in computer science or information technology or a related field.
- Minimum five years related experience and/or training.
- Certifications from vendors such as Microsoft, Cisco, etc. are also highly recommended for this position.
- Must have stronger than average communication, analytical, organization and problem solving skills.
- Must be a teambuilding leader with time management and troubleshooting skills and a

thorough knowledge of computer systems and functions.

- Knowledge of business activities, such as financial and personnel management, is important.
- Thorough understanding of project management practices and processes, such as planning, budgeting and meeting deadlines, is crucial.
- Knowledge of computer control, software and other related systems.
- Understand the latest upgrades of PC and server systems.
- Integration of new technology.
- Administration of security surveillance systems.
- Development of technological manuals for procedures and operations.
- Selection of IT staff and mentoring, coaching and leading for them to achieve their best performance.
- People management and conflict skills.
- Ability to think out of the box when developing solutions.

Skills/Competencies

- As the direct supervisor of this position is American, an IT Supervisor must be fluent in German and English for verbal and written communications.
- An IT Supervisor has specific knowledge of all manner of elements involved in the administration of a computerized work environment.
- The ability to effectively communicate with the management staff and interoperate in a plant environment is a key factor of the position.
- An IT Supervisor for INEOS Phenol must have a thorough knowledge of the following hardware and software platforms: Manage PC and Server Support, Windows 10, Windows Server including Active Directory and services, mobile devices, routers, switches, UPSs, LAN support, printers, Office365, basic database management, basic security, site phone system support and more.
- Must be able to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- They must also be able to write reports and correspondence.
- Work well with a variety of personnel from around the world and work with cultural differences.
- Must also be able to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.

- An IT Supervisor must be able to calculate figures and amounts, as well as compute ratio, percentages, apply basic concepts of algebra and geometry, draw and interpret bar graphs and standard network diagrams.
- The ability to deal with problems involving several concrete variables in standardized situations is also key to this position.

Line Management Responsibility

Direct	Indirect	Total
5	X numbers of contractors depending on projects	5 + X

HOW TO APPLY

Interested candidates should submit their application in English with usual documents indicating the earliest date you could start and your salary expectations to HR contact:

Mr. Bernd Brux
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We are looking forward to receive your application!