



Position Title:	General Manager, Middle East and North Africa
Location:	United Arab Emirates

ABOUT TTEK

Founded in 2016, **TTEK Inc.** is the leading global technology solutions and consulting services firm that provides government clients with a trusted and transparent approach for customs and border modernization.

We are a fusion of leading-edge technical knowledge with operational and academic subject matter expertise. Our innovative service offering allows nations to modernize their customs and border processing systems and methodologies.

TTEK's product design roadmap incorporates the development of advanced analytical capabilities using machine learning and artificial intelligence.

We provide risk-based solutions for a broad spectrum of defence, intelligence, law, and regulatory enforcement agencies. Our solutions have helped customs analysts and decision-makers address risks to safety, security, health, and revenue.

YOUR ROLE AT TTEK


The **General Manager, Middle East and North Africa** is responsible for overseeing TTEK's client delivery and overall market performance and growth in this region. The General Manager is a creative, big-picture individual who is accountable for their own P&L and branch. This includes not only financial management but also team leadership across functions (including government relations, partnerships, operations and local marketing).

In this role, you will not only ensure operational excellence, but will also have your finger on the local market pulse, identifying new opportunities for growth as well as building and maintaining critical partnerships.

All of our products are in a great position to be deployed worldwide to a diverse set of users. TTEK is a great opportunity for those interested in an international challenge!

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ROLE & RESPONSIBILITIES

- Establish and implement of business plan for a 3-5 year period, consistent with the organisation's plan for commercial activities.
- Drive commercial results aligning with organisational strategy and development of network partnerships for sustainable growth within the division.
- Lead and support a team with a focus on performance development for all employees, including delivery of plans, budgets and KPIs.
- Develop organisational capabilities and efficiencies by examining operational infrastructure to ensure the highest level of customer service; whilst reviewing underperforming areas of business and introducing improvements to meet stakeholder requirements.
- Cooperate with site teams to get the resources you need, develop best practices and share region-specific learnings
- Develop and execute business strategies to achieve TTEK's short and long-term goals. Ensure company policies and legal guidelines are clearly communicated.
- Maintain positive and trust-based relations with business partners, shareholders, and authorities

QUALIFICATIONS

Required

- Minimum 10 years of experience in management, preferably in a software technology company
- Ability to work and communicate in the English Language
- Ability to work and communicate in the Arabic Language

Desired

- Master's degree in either Computer Science/IT, Business Administration, or International Customs Administration, or equivalent depth and breadth of experience.
- Strong knowledge of customs operations and international trade
- Experience in client service delivery and maintaining client relationships
- Experience in business development and sales

DESIRED COMPETENCIES & SKILLS

Behavioral

Competency	Skills
Communication & Influence	<ul style="list-style-type: none"> • Persuasive Communication • Interpersonal Awareness • Influencing Others • Oral Communication • Written Communication • Building Collaborative Relationships
Problem-Solving & Prevention	<ul style="list-style-type: none"> • Diagnostic Information Gathering • Analytical Thinking • Forward Thinking • Technical Expertise
Results Focused	<ul style="list-style-type: none"> • Initiative • Fostering Innovation • Results Orientated • Thoroughness • Decisiveness
Customer Focused	<ul style="list-style-type: none"> • Understanding Customer's Needs • Professional Service
Leading Others	<ul style="list-style-type: none"> • Provide Motivational Support • Fostering Teamwork • Empowering Others • Manage Change • Manage Performance • Develop Others
Self-Management	<ul style="list-style-type: none"> • Self-Confidence • Stress Management • Personal Credibility • Flexibility • Planning & Organisation

Technical

- Familiarity with software system development roles, concepts, and terminology
- Extensive knowledge of management theory and practical applications in the workplace
- Ability to communicate in a clear, supportive, and professional manner with both internal and external parties and ability to maintain confidentiality where required
- Open and collaborative style; must be comfortable working in an environment where ideas are shared and challenged
- Experience organizing training initiatives for departments within the company
- Strong understanding of business goals and standards for customer service
- The ability to conduct cost/benefit analysis
- Business case development
- Modeling techniques and methods
- Prioritization of work schedules amidst competing deadlines and completion of accurate reporting
- Ability to self-motivate and be accountable
- Flexible and able to adapt within a fast-paced, rapidly changing environment.
- Demonstrated ability to develop repeatable processes or improve existing processes.
- Proven business and commercial acumen

WORKING CONDITIONS

- The position is based in the United Arab Emirates. The successful candidate will be expected to live and work from the UAE and hold a valid drivers license.
- All tasks are driven by a need to provide exceptional service to customers.
- The role is subject to constantly changing demands that can be unpredictable.
- Travel is required (domestic and international) and candidates must be capable of travelling to countries with visa or other requirements.