We're looking for:

Position Title	Section Head - Academic Application Services
Department	Digital Transformation & Innovation
Job Code	HR H24

Job Description

- To manage the Academic Applications unit within the Digital Transformation & Innovation department with the support of enterprise applications Like Student Information System SIS and Learning Management System LMS at Sorbonne University, Abu Dhabi (SUAD), in order to support management and operational processes and facilitate achievement of the strategic plan.
- Manage overall operations of the Academic Applications unit, ensuring continuous improvement in customer support quality and maintenance of 100% systems uptime targets.
- Supervise the activities and work of direct reports by providing formal and informal feedback to ensure that all IT User Services & Instructional Technology work is carried out in accordance with set individual targets.
- Provide financial oversight, resource management and quality assurance for projects and operations led by the unit.
- Develop all status activity reports for projects within the unit to update the Head – Digital Transformation & Innovation on the progress thereof.
- Ensure SUAD business enterprise applications are supported efficiently in order to meet the operational business needs of the University, liaising with users to understand the functionality and additional requirements.
- Manage all aspects of the application support service, including but not limited to the testing and implementation of applications, functionality changes/improvements and business process mapping/re-engineering activities etc., to ensure smooth operations.
- Able to provide advice and guidance on industry best practices for Banner implementations, working with leadership and staff in colleges and universities to ensure the Banner Student Information System is implemented & configured to best map to institutional processes and academic and business needs, whilst advising on industry best practice and norms.
- Supervise all aspects of business intelligence projects, including but not limited to the research, analysis/reporting requirements, data modeling, content creation and value proposition analysis etc., to ensure the solution improves management and operational processes.
- Secure approval of the selection, negotiate contracts and ensure the supervision of all external service providers' support to the Academic Applications projects, ensuring they provide satisfactory service and adhere to all relevant policies and guidelines.
- Oversee compliance with relevant license agreements to ensure adherence and maintain proper usage of all computing at SUAD.

Profile (Minimum Qualifications, Minimum Experience, Job Specific Skills)

Minimum Qualifications:

Bachelor's degree in Management Information Systems (MIS) or a related subject

Minimum Experience:

7 years Student Information Systems experience with at least 3 years in a senior role in the Higher Education sector

Job-Specific Skills:
- Must have experience with Banner or other Ellucian or competitor systems,
- Must have the ability to explain solutions to diverse customers, and ensure they are able to use applications and functionality effectively to accomplish their work.

- This position requires enthusiasm and energy; willingness to learn and adapt quickly; excellent written and verbal communication skills; and previous experience conducting training sessions.
- The successful candidate must be a disciplined self-starter as well as a positive team player.

Conditions

NA

Grade

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Package Details

- Basic Salary (AED 15600 - AED 23400)
- Accommodation Allowance
- Benefits

How to apply	Via Sorbonne Abu Dhabi Website
Application to be sent by	07/11/2018