

We're looking for:

Position Title	Section Head - Academic Application Services
Department	Information Technology
Job Code	HR-40-2022

Job Description

This position provides dynamic, collaborative, responsive and forward-thinking vision, and management of academic technology systems and services to support the strategic plan of the University. The individual is expected to have in-depth knowledge and experience in software and hardware used in the higher education to be able to work with faculty to design, implement, and assess educational technologies for teaching and learning. The candidate will oversee and manage the efforts of a team consisting of application specialists and developers and is responsible for budget preparation, staff development, and software licensing.

Key Responsibilities:

- Consult with academic business users on best practices of using various technologies for automation, integration, and enhancing business requirements.
- Partner with academic teams to incorporate technology into developing system use cases and tools, academic strategies, business intelligence dashboards.
- Manage project scope, task prioritization, deliverables, quality, communication, resource commitments and integration with other initiatives.
- Track internal project milestones and supervise outsourced projects.
- Ensure that applications meet user requirements and system goals, fulfil end-user requirements, and identify and resolve system issues.
- Interact with academic unit heads (module owners) to analyze and assess their requirements to boost effectiveness and efficiency of day-to-day tasks as well as offer new services.
- Identify system functionality and integrated technology opportunities and solutions for resolving complex business problems.
- Provide technical and functional support for academic systems including student information system, student recruitment and admission systems (i.e., CRM, Banner, analytics reporting tools)
- Manage the ongoing operational support, security, and access privileges for the applications.
- Design, develop and support the applications and new modules and customizations.
- Lead and supervise the developers by providing them with technical advice and mentoring.
- Provide project leadership for technical workgroups.
- Implement and administer third party solutions.
- Develop and implement standardized MIS procedures.
- Review documentation produced by development team for all supported in-house modules.
- Liaise between IT teams, vendors and other SUAD project stakeholders.
- Collaborate with IT management on project planning and reporting.
- Perform other related duties or assignments as directed by the Line Manager.

We're looking for:

Administration:

- Supervise and develop team members.
- Ensure project planning and documentations.
- Produce regular reporting on progress for management.
- Assist Department Head with budget activities.

Recruitment and HR:

- Provide support as part of the selection committee for IT positions.
- Set and review goals and perform annual appraisals for team members.

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

Required Qualifications:

- Bachelor of Computer Science, Engineering or equivalent

Preferred Qualifications:

- A master's degree in a related field
- Certificates in related technology

Required Experience:

- 7 or more years of experience in system development life cycle, application development, application security, application management, Banner SIS/Salesforce CRM support

Preferred Experience:

- 5 or more years of experience in higher education technology.
- Working knowledge of the Ellucian Banner, Blackboard, Salesforce CRM, Argos BI, Oracle & SQL databases.

Required Job-Specific Knowledge & Skills:

- High level of proficiency in System Development Life Cycle
- Experience in Systems Architecture and Integration using REST APIs
- Supervise the overall design, implementation, integration, administration, and maintenance of academic applications & systems
- Systems Analysis Skills

Conditions

NA

Grade

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Package Details

NA

How to apply

<http://www.sorbonne.ae/vacancies/>

Application to be sent by

10 Oct 2022