System Administrator

The American University in Dubai invites qualified applicants to apply for the position of **System Administrator.**

The System Administrator is responsible for the management, maintenance, and support of the Student Information System (SIS) as well as other educational systems. A key aspect of this role is establishing governance over the SIS and other systems to ensure it operates efficiently and effectively. This includes enforcing policies and best practices for data integrity, system utilization, and access control. The Administrator will play a critical role in ensuring error-free operation, preventing duplication or improper utilization of system fields and modules. Additionally, the role involves close collaboration with cross-functional teams to meet the needs of all stakeholders while upholding the highest standards of system governance and reliability.

Principle Responsibilities
- Establish and maintain governance policies for the SIS, LMS, CRM, and other university platforms to ensure compliance with university standards and regulations.
- Oversee user accounts, permissions, and access controls to avoid any data discrepancy.
- Monitor the day-to-day operation of the systems, ensuring system reliability, accuracy, and adherence to governance policies by proactively checking for potential errors, misuse, or inconsistencies in data fields and modules.
- Assist and support core users in their daily operational requirements, both remotely and on-site.
- Oversee data cleaning processes to ensure the accuracy, consistency, and reliability of institutional data, aligning with best practices and governance standards.
- Support university staff and faculty in implementing the best practices for systems' usage, emphasizing compliance with governance and data integrity standards.
- Maintain comprehensive documentation of system-related workflows, governance policies, and data standards.
- Generate regular diagnostic reports on system data health and adherence to governance policies.
- Act as a primary stakeholder in the migration to the new SIS or any other system, ensuring governance principles are embedded in the migration process.
- Collaborate with vendors, IT teams, and university departments during data migration to ensure seamless and secure transitions.
- Develop and execute testing scenarios to validate the accuracy and integrity of migrated data.
- Provide migration progress updates and post-migration assessments to stakeholders.

Essential Qualifications and Experience
- Minimum of 5 years of professional experience in ERP/SIS implementation and administration, including system management, maintenance, and user support. This includes:
  - System rollouts: participating in the planning, data mapping, and preparation, executing test runs, and validating data integrity, go-live, and post-implementation support phases of SIS/ERP projects.
  - System setup: configuring modules, user roles and permissions, and workflows.
  - System maintenance: ensuring ongoing reliability and maintaining data integrity.
  - User support: assisting academic and admin staff with day-to-day system tasks and troubleshooting.

Preferred Skills and Experience
- Understanding of academic workflows and processes in admissions, registration, and student records.
- Knowledge of database management and reporting tools.
- Familiarity with common SIS platforms like Ellucian Banner, PeopleSoft, or others.
- Bachelor's degree in MIS, Computer Science, a related field, or equivalent related experience.
- Strong analytical skills with a focus on data integrity and system performance.
- Excellent communication and problem-solving skills to work with diverse stakeholders.
- Strong organizational skills and attention to detail.

Applications will be accepted and evaluated until this position is filled.

Preference will be given to candidates who are already located in the UAE.

Interested applicants must submit the following required documents via email to recruitment@aud.edu.

Please state the title of the position as the subject of the email.
- Cover letter
- Updated CV
- Contact information of three (3) academic/professional references

No telephone calls, please.
While we thank all applicants for their interest, only those under consideration will be contacted for a follow-up interview.