

## Chief Information Officer

The American University in Dubai invites qualified applicants to apply for the position of Chief Information Officer.

The fundamental responsibility of this position is to lead a team of Information Technology Services (ITS) support staff in providing technical support to the university's user community of 300+ faculty/staff and 2700 students

### Principle Responsibilities:

- Lead, direct, and manage the Information Technology Services and provide leadership and direction by developing and articulating a clear vision of technology uses and benefits.
- Develop, implement, and maintain a strategic vision and plan, working collaboratively with instructional technology proponents.
- Plans, directs, coordinates, and implements new and existing technology, systems, and applications for continuous support to business and academic operations. Oversees and guides the information technology infrastructure to maximize efficiency, productivity, and access.
- Ensure the delivery of quality technology and support through effective needs assessment, and system design, and selection and implementation processes. Interacts with internal and external customers to define needs, evaluate operations, and enact improvements and enhancements.
- Oversees the development, design, implementation, and conversion to new applications, environments, and software programs.
- Develops, maintains, and evaluates policies, procedures, standards, capacity, and infrastructure required to provide flexible and cost-effective information technology services that support quality
- Establish priorities in conjunction with the university's comprehensive planning and budgeting priorities.
- Develops and maintains system recovery plan in the event of power failure, damage to system, etc. as part of the university's Critical Response Plan.
- Directs and facilitate correction of any system failures, including root cause analysis Develops a continuous information technology planning process to serve faculty, staff, students, and the community.
- Provide leadership in the refinement and implementation of the university's technology plans, including updates.
- Provides managerial direction for the full development, implementation, and refinement of all systems including the university's integrated academic and administrative software computing systems.
- Reviews and approves systems, applications, and security specifications and standards for administrative and academic application networks and software.
- Conceptualizes, analyzes, designs, and programs highly diverse and complex programs for administrative and academic users.
- Researches alternative methods, designs, and programming concepts in an effort to keep the university at the forefront of technological advancement.
- Implements and maintain a high quality, open architecture, service-based information technology infrastructure, and inform the staff of its availability and capabilities.
- Oversees and ensures that mandated records and reports to external oversight agencies are prepared and/or transmitted accurately, appropriately, and on a timely basis.
- Develops and monitors budgets and allocates resources within budget constraints to maximize budgeted resources.
- Initiates partnerships and linkages to business and industry entities to enhance the acquisition of, access to, and efficient use of technology resources.
- Ensures accuracy of print and online publications related to the area of responsibility.
- Maintain an awareness of and in-depth knowledge of current technology and products to determine appropriate specifications for equipment which may be required
- Reviews and recommends contracts and services for information technology and related services and equipment. Prepares recommendations and/or contracts, as appropriate, and submits them to the administration for consideration.
- Perform other duties as assigned.

## Competencies and Skills Used:

- Strong technical knowledge of the following:
  - Windows Server technologies
  - Email communication services such as Exchange, webmail, email security
  - Networking and telecommunication technologies (routers, switches, telepresence, wireless, etc.)
  - PC hardware, software and virtualization technologies
  - Operating Systems: Windows, Linux, Mac
  - Application software such as Microsoft Office Suite, Adobe Cloud, engineering and architecture applications
- Exposure to the following is desired:
  - Macintosh hardware & software troubleshooting
  - Linux / UNIX operating system and applications
  - Programming Applications, enterprise backup solutions, databases, web programming tools, etc.
  - Great Plains Dynamics, CampusVue, SharePoint, Crystal Reports
- Excellent interpersonal communication
- Organization, and time management skills
- Customer focused dedication to effective service
- Leadership/management skills

## Essential Qualifications:

- At least 4-5 years technical support in a network environment supporting various end users with at least at least 2 of those years leading technical support staff.
- Technical certification or proficiency in Core Products
- Strong professional recommendations

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

This position is suitable for those candidates already resident and under sponsorship in Dubai.

Interested applicants must submit the following requirements via email to [recruitment@aud.edu](mailto: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

Alternatively, applicants can submit their application materials to the following postal address:

**Angele El Khoury**

**Director of Human Resources**

The American University in Dubai

P. O. Box 28282, Dubai, U.A.E.

*No telephone calls please.*

*While we thank all applicants for their interest, only those under consideration will be contacted for a follow-up interview.*