

**IT System Administrator
Duke Kunshan University
Job Description**

Position Overview:

Provide operational support and management of Campus One Card System applications and services hosted in local. Ensure operational support, availability and optimal configuration of hosted applications, services and systems. This includes, but it not limited to, Campus One Card system, and door access control system, POS, canteen, printing system and library borrowing and returning system. Support includes change and process management of software application releases for systems developed by development teams, administration and management of hosted environments and installation, patching, upgrades & maintenance for software products.

Reports to:

IT Application Manager - DKU Information Technology (vacant)

Essential Duties:

- Responsible for the implementation and maintenance of Campus One Card system, including requirement analysis, installation, deployment, system initialization, on-site testing etc.
- Responsible for the normal operation and issue fixing of Campus One Card system's integrated systems, including Door Access Control System, POS, Canteen, Printing System and Library Borrowing and Returning System etc.
- Collect the feedbacks and improvements from Campus One Card system users, and fulfill the user needs from school and vendor resources
- Coordination with vendor for updates and patches to the application
- Ensure application system releases are managed to agreed change and release management procedures
- Work with relevant technology teams to ensure a well-managed and structured release process
- Troubleshooting, performance tuning and optimization of Database Technologies Enhancing the database architecture, security, index optimization, capacity management in order to handle anticipated website traffic/database growth
- Provide analysis for new product tools and releases
- Ensure system support, maintenance and change is carried out in line with agreed Technology standards and protocols
- Ensure system availability, particularly during business critical timeframes, operates within agreed Service Level Agreements
- Ensure appropriate levels of systems documentation are maintained
- Liaise with 3rd party hosting and development partners and software vendors for product management and issue resolution
- Participation in meetings as required
- Participate in an on-call (off-hours) rotation with other staff

- Other tasks as assigned
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Required Qualifications:

EDUCATION

- BA or BS in Computer Science or related field preferred), or an equivalent combination of education and experience
- 3 years IT System Administration experience required, campus IT support or One Card system support is a plus
- Familiar with Linux, Windows, Windows Server, SQL Server, Printer etc.
- Familiar with One Card system's equipment, e.g. POS, door access control etc.

EXPERIENCE AND TECHNICAL SKILLS

- Requirements analysis, technical specification and design
- Proven problem solving
- Adherence to best practice change and release management procedures; experience of working with the ITIL framework
- Experience working within a highly organized and structured technology environment
- Excellent written & verbal communication plus presentation skills
- Competent at multi-tasking, prioritization and ability to manage own time
- Excellent customer-facing skills
- Ability to work across conflicting priorities while continuing to manage customer expectations
- Experience in networked, multi-platform, heterogeneous environment
- Common PC and networked applications, programming languages

SOFT SKILLS

- Time management and organization
- Excellent communication: Verbal and written, technical and non-technical
- Written analysis and evaluation
- Teamwork
- Self-motivated and goal-oriented
- Excellent interpersonal and interview skills
- Ability to learn and adapt to new technologies
- Independent worker, yet able to take direction from management and provide regular status