

Assistant Director of IT
Duke Kunshan University
Job Description

Position Overview:

This position is responsible for directing the technical oversight, operations, and business aspects of Duke Kunshan University's multiple systems, architecture, and applications efforts. This includes but not limited to architecture of the voice, network (including wireless) central applications (including SIS, HCM, email, one card) for the university. Assist in the oversight and direction for the planning, engineering, and installation of complex inter-building and intra-building ELV related installations at all Duke Kunshan University buildings. Review and manage all systems related projects pertaining to IT related interests (applications, development, data centers, collaborative tools, Cloud and card services) by directly interacting with Duke OIT, Duke Kunshan University Facilities and Housing departments as well as outside consultants. Assist in the oversight of all cost tracking processes to ensure proper billing by the finance department for major projects (renovations, new building construction, OSP projects with Facilities and Consultants and minor projects (contracted work outside of allocation scope). As part of this responsibility, the position will provide leadership in IT architecture operations, fiscal management, and strategic planning. Collaborate with and provide direction for student, faculty, researcher, and staff IT needs.

Reports to:

IT Director

Essential Duties:

Include, but are not limited to

- 1) Strategic Planning:
 - Lead team effort from applications and development perspective to determine the strategy for long and short term IT services for the University.
 - Determine options that meet user requirements by conducting a thorough evaluation of each option and making solid recommendations to senior leadership.
 - Lead/conduct similar evaluations of other services as appropriate while being proactive in making such determinations.

- Work with other members of DKU and OIT to evaluate new or emerging technologies.
- 2) Operations Management:
- Manage staff and daily operations of the IT team who are responsible for central applications, research computing, and data center operations for the DKU campus.
 - Manage the staff and daily operations of Duke Kunshan University's IT architecture efforts (LAN and WAN network, systems, development).
 - Position includes management of resources to ensure 24/7 uptime of the universities' critical application services supporting the institution.
 - Manage the Data Center Systems environment, including installation and security of critical VM environment.
 - Oversee the project management of all major projects including design, bid process for labor/materials, and manage contractors at construction site.
- 3) Fiscal Management:
- Manage the financial health of operations, ensuring necessity of spending, constantly seeking opportunities for cost efficiencies, implementing changes to achieve optimal effectiveness (operational and cost) and working with other managers/directors to achieve financial objectives for IT services overall.
- 4) Personnel Management:
- Responsible for all aspects of managing staff of approximately X direct reports and overall staff of approximately X, including hiring, performance management, disciplinary actions (as required), salary setting, professional development and rewards and recognition.
 - Lead effort to review current staffing levels for services to ensure appropriate match, making recommendations for changes as necessary.
 - Oversight of outsourced vendor support relationships.
- 5) Teamwork:
- Participate on a variety of technical and cross-functional operational teams, leading some and serving on others.
 - Demonstrate creativity in approach to problem-solving and achieving service-related goals.
 - Effectively communicate technical options to others on the team, basing recommendations on solid data and analysis.
 - Work closely with peer managers to ensure operational efficiency and superior customer service in all areas.

- 6) Other tasks as assigned.
- 7) 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:

Qualifications for the position include proven success in leading and managing a complex service organization, with strong knowledge of best practices in administrative, operations and business.

- Education and Experience: BA/BS degree in Computer Science, Engineering or related IT field and 10 years related experience or an equivalent combination of relevant education and experience. Minimum five years' experience in personnel management, preferably of technical staff. Previous experience in strategic planning and financial management preferred.
- Required: At least ten years of progressive responsibilities dealing with the planning, engineering, and supervising of a project team with regards to the installation of large inter-building and intra-building copper/fiber cabling projects.
- Soft Skills: Excellent verbal and written communication skills. Excellent interpersonal skills and ability to communicate equally well with technical and non-technical personnel. Strong leadership skills. Ability to work well in a team environment. Self-motivated and goal-oriented. Outstanding analytical and problem-solving skills. Skilled in consensus management, including successful interactions with diverse groups both inside and outside of DKU. Strong emphasis on customer/employee support and service including meeting strict deadlines.