

IT Manager
Duke Kunshan University
Job Description

Position Overview:

To support DKU Undergraduate Program growth and development DKU phase 2 construction, this role is to provide strong support to DKU IT perspective and work closely with Duke OIT. First key responsibilities to drive local IT improvements and improve overall working efficiency. Secondly, support local team and solve IT problems to ensure efficient day-to-day IT operation.

Moreover, the IT support is responsible to provide assistance to faculty, students and staff by answering questions, resolving technical problems and maintaining a campus wide network, software and computer equipment operational. IT activities may include monitoring IT systems to ensure they are running effectively, providing end-user support to all staff and installing new software updates or renewing out-of-date hardware. An effective IT support will also be able to provide clear explanations of difficulties and solutions to management team. Managing 3rd party support as well as coordinating and communicating among parties in order to ensure the smooth running of IT functions on the whole campus.

Report to:

IT Director

Essential Duties:

- Plan, direct and manage the daily operations of the IT department in accordance with internal and external regulations and procedures (DKU IT Governance).
- Manage IT staff through training, development and performance management to maximize the team's value to site processes.
- Evaluate advancements in the high education field and implement new technologies that better serve our school needs.
- Recommend appropriate maintenance strategies to ensure uninterrupted systems usage and proper backup and recovery procedures to maintain current and future teaching classroom requirements.
- Manage a comprehensive and proactive IT Compliance strategy accordance to DKU IT policy.

- Continually analyze and assess potential IT security risks, develop plans to deal with such incidents by putting measures in place such as monitoring and auditing systems for abnormal activity, and executing corrective actions.
- Ensure strong alignment and synergies with IT practices and policies between Duke and DKU.
- You will ensure reliable and smooth operation of all site IT infrastructure for a 24x7 commercial manufacturing facility in the site, including infrastructure related hardware/software, ESX Virtualization, SAN storage, VMWare, Backup and Recovery, and the monitoring process.
- Responsible for managing and supporting the infrastructure site including Network, Wireless, ESX hosting environment, servers (virtual and physical), and Backup and Disaster Recovery system.
- Responsible for supporting the IT Regional Site Head to assess current site IS architecture/infrastructure, and services to ensure appropriate alignment with the organization.
- Responsible for leading and supporting IT site related problems and incidents, and follow up until root cause identification and problem solved.
- Contribute to the site project roadmap definition and implementation to align with business strategy and processes.
- Manage IT resources and/or contractors including onsite service support technicians.
- Responsible to implement local processes driving compliance requirements and best practices for Security, Data Integrity, Patch management.
- 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.

Development of People:

- Ensure that reporting personnel have 3P forms with annual goals and measurements that are consistent with the priorities of the school business, and that interim reviews are held so that their work is focused on those priorities, and they understand their level of accountability for results and the measurement process.
- Manage the application and communication of all DKU policies, procedures.
- Ensure that the IDP forms include completed Learning and Aspiration plans and are in place for all reporting personnel to enable the achievement of goals and capability to assume increased levels of responsibility.
- Provide strong leadership to the team in managing the IT delivery and operations

Knowledge, Skills and Experience:

- Bachelor's Degree in a related field and Minimum of five (7) years of IT experience. Preferably Master's degree.
- 5+ years of experience directing and/or managing IT systems and departments
- 5+ years of hands-on experience supporting IS Infrastructure systems and applications
- Minimum of two (2) years of supervising both people and complex projects with little supervision.
- Strong technical hands-on experience on IS infrastructure: virtualization environment and hosting, network communications, backup and DRP, SAN Storage and Server.
- Excellent process improvement and problem solving skills.
- Knowledge of IT Compliance, preferably in higher education arena.
- Excellent communication skills and ability to work in teams also required.
- Strong computer, networking infrastructure skills including ERP systems.
- Possesses strong team skills, including ability to train/coach/develop work teams, motivate/empower others, and manages conflict
- Collaborate with regional and global functional IT leads and align on strategic technology directions
- Demonstrates leadership, interpersonal, technical aptitude, critical thinking, and problem solving skills
- Skilled in the use of monitoring tools, adapts to new technology, keeps abreast of changes, learns new programs quickly, uses computers to improve productivity
- Effective at driving short-term actions that are consistent with long-term goals.
- Strong experience with defining standards.
- Ability to effectively prioritize and execute tasks in a dynamic and high-pressure environment.
- Certified PMP, ITIL qualification is preferred.