Manager, Information Technology
Algonquin College – Kuwait (AC-Kuwait)

Position Summary

The IT Manager will work closely with the functional departments to identify, recommend, develop, implement and support technology solutions to enable the College's academic, student, and administrative services. The incumbent will be responsible for streamlining the operation of the IT department in alignment with the business objectives of the college. The IT Manager will define and implement IT policies, procedures and best practices that will result in a service oriented culture and a highly reliable and effective catalogue of services. This is a full time permanent hands on IT role based on campus.

Key Responsibilities

- Manages all IT staff including personnel management, performance reviews and evaluations and development and training of staff which may include employees skilled in the area of network, servers, applications, database administration, and an IT Helpdesk;
- Takes a leadership role in system changes/upgrades/implementations/integrations, including implementation of ERP system. Participate in special projects and process re-engineering;
- Manages relationships with vendors including contract KPIs;
- Builds a set of departmental and organizational KPIs and reports to the senior management team on a regular basis;
- Develops, manages, and reports on the IT department's budget;
- Collaborate with management and department heads on the development and provisioning of IT services and SLA;
- Develops and maintains trusting and solid working relationships with staff and management;
- Responsible for ERP integration and customization and upgrades to support process changes and business rules;
- Supplies periodic reports to other departments on IT services utilization and SLA performance;
- Provides technical support for Dynamix ERP and PowerCampus systems and other core enterprise systems;
- Manages network and Server administration in a Cisco and Microsoft Windows environment including the management of Cisco VoIP and wireless networking systems;
- Develops and implements all IT policies and procedures, including those for architecture, security, backup and disaster recovery, standards, purchasing and service provision;
- Monitors system and manages all IT infrastructures, virus and security updates, and audits compliance;
- Manages communications systems (e-mail, unified communications, Internet, telephone, fax, etc) including Office365 environment for staff and students and website implementation, testing and training;
- Manages classroom technology environment including interactive boards, projectors, lecture capture systems, and other educational tools;
- Resolves help desk calls and emails regarding information and educational technology issues;
- Responsible for the procurement, tracking, and operation of all of the Company's IT assets including, but not limited to hardware, software, and services: applications, connections, data storage devices, networks, operating systems, peripherals, personal computers / laptops, phones, routers, servers, switches, educational systems, etc.;
- Responsible for the installation, operation, maintenance and backup of all of the Company's telephone systems including company-paid cellular;

- Ensures documentation of all processes and procedures followed by the company relating to IT activities. Work with external and internal auditors to test IT controls and enforce compliance with processes and procedures;
- Responsible for controlling physical and logical access to the Company buildings and IT resources;
- Analyzes trends and directions in technology and identifies opportunities and risks for the college's business and technology plans;
- Provides leadership and direction to the management team on how the College can maximize its investment in technology;
- Participates in college wide business and operational planning, and other duties as assigned.

Education

- Bachelor degree in Computer Science, Business or related field and a minimum of 6 years related experience preferably in a higher education environment.
- Fully bilingual (English and Arabic).

Experience

- Effective management skills; ability to assess the team's current state, envision a customer-driven future state, and awareness of a time-bound plan to close the gap;
- Demonstrated managerial, coaching, mentoring and team-building skills;
- Demonstrated departmental budgeting and financial planning;
- Experience with technology evaluation, purchasing and vendor management;
- Effective verbal and written communication skills; ability to effectively communicate technical information to non-technical staff members;
- History of managing by metrics: defining key performance indicators, setting required performance levels, and meeting or exceeding them on-time. Examples include network uptime, time to close helpdesk tickets, helpdesk customer satisfaction, etc;
- Ability to systematically solve problems;
- Experience implementing and managing an ERP system, Dynamix preferred;
- Experience configuring and managing servers, PCs, wireless, VOIP, router, printers etc.;
- Strong SQL query knowledge and experience in database administration;
- Strong workstation and network troubleshooting skills including the TCP/IP protocol suite;
- Strong knowledge of Active Directory and network administration;
- Knowledge of Microsoft Office applications (Exchange, SharePoint, Outlook, Word, Lync, Power Point);
- Experience supporting educational and Audio/Video technologies.

Application Process

E-mail your cover letter and resume to **jobs@ac-kuwait.edu.kw**. Applications will be accepted until the position is filled.