SYSTEMS ADMINISTRATOR
RIT DUBAI
POSITION DESCRIPTION

ABOUT RIT DUBAI
RIT Dubai, a not-for-profit university affiliated with Rochester Institute of Technology in Rochester, NY, USA and located in Dubai, United Arab Emirates (UAE), is accredited by the UAE Ministry of Higher Education and Scientific Research and is licensed in Dubai by the Knowledge and Human Development Authority (KHDA). Individual degree programs may also have professional accreditations, such as the Association to Advance Collegiate Schools of Business (AACSB) for our business programs. RIT Dubai was established in 2008 to provide world-class educational programs in the UAE for students and professionals from across the globe. The vision of RIT Dubai is to be the premier provider of career-focused, technologically advanced education in the Middle East. RIT Dubai students are part of a new and exciting learning environment, one that is dedicated to the development of students’ competencies in engineering, business, information technology, service leadership, innovation, and entrepreneurship.

THE POSITION
The Network System Administrator is responsible for the stable operation of RIT Dubai computer network and all connected PCs and peripherals. The support services offered by the Network System Administrator includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all systems and network hardware, software, and communication links. The position is also responsible for analyzing and resolving end user hardware and software computer problems in a timely and accurate fashion, and provides end user training where required.

The other duties performed by the System Administrator includes, but not limited to the following:

- Manage servers, including AD, print, Licensing and internal services
- Maintain and verify backup servers/systems.
- Manage security solutions, including firewall, anti-virus.
- Manage all network hardware and equipment, including routers, switches, including Wireless, VOIP and UPSs.
- Provide first hand support, IT training, and troubleshooting to all RIT Dubai staff for IT matters
- Ensure network connectivity of all workstations.
- Administer all equipment, hardware and software upgrades.
- Practice network asset management, including maintenance of server and network component inventory and related documentation and technical specifications information.
- Administer and maintain end user accounts, permissions, and access rights.
- Perform technical security audits.
- Perform system backups and recovery.
- Monitor and test service performance and provide performance statistics and reports.
- Recommend, schedule, and perform systems and network improvements, upgrades, and repairs.
- Develop, document, and train on hardware installation and troubleshooting procedures
The ideal candidate will be a highly collaborative, detailed-oriented individual with an ability to communicate broadly across the RIT community. The System Administrator should be able to work in a team-oriented and collaborative environment; the incumbent should have:

- Strong written and oral communication skills.
- Strong interpersonal skills.
- Ability to conduct research into networking issues and products as required.
- Ability to present ideas in user-friendly and non-technical language.
- Highly self-motivated and directed.
- Highly positive attitude.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.
- Ability to effectively communicate directly with stakeholders.

The incumbent should be prepared to work in conditions that may include:

- Fast-paced environment with the requirement for 99.9% uptime during business hours.
- Frequent inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Great opportunity for professional growth and learning.

**Minimum Qualifications for the Position**

Bachelor’s Degree and 4 years of relevant work experience in a secondary or post-secondary institution.

**Application and Nomination**

Applications must include a position-specific cover letter, current resume (C.V.), and three references with name, phone number, email, and affiliation. Applications will be accepted until the position is filled.

In order to be considered for this position, you must apply at: [http://careers.rit.edu/staff](http://careers.rit.edu/staff). Click the link for search openings and in the keyword search field, enter the title of the position.