
JOB DESCRIPTION

Job Title:	IT System Administrator
Reporting Relationship:	Head of IT & Academic Computing
Location:	The Africa Institute, Global Studies University, Sharjah, United Arab Emirates
Expected Starting Date:	For immediate hire
Job Status:	Full-time
Role Purpose:	Responsible for providing IT System Administration

About Us

The Africa Institute is a globally oriented institution of research, documentation, study and teaching of Africa and its diaspora, in the humanities and social sciences. It is conceived as a research-based think-tank, and a postgraduate studies institution (offering both master's and Ph.D. programs, and diplomas in African Languages and Translation), which aims to train a new generation of critical thinkers in African and African diaspora studies. The Africa Institute is proposed to be a model center of excellence in research, teaching, and documentation that is hoped to match in quality and breadth of coverage, existing peers of African and African Diaspora Studies in Africa, Europe, and North America. The Africa Institute is now integrated into the newly established Global Studies University (GSU) to form one of its networks of semi-independent institutes and colleges, each concentrating in different regions worldwide. These globally oriented institutions aim to focus on postgraduate studies, research, and documentation of histories, cultures, and peoples who constitute different regions of the world. The institution is led by Hoor Al Qasimi, President of Global Studies University, and Salah M. Hassan, Dean of The Africa Institute and Chancellor of Global Studies University. [Read more.](#)

Key Responsibilities:

- Proven experience in IT infrastructure, architecture, applications development, support, and computer operations, PC operating systems including Windows/Mac.
- Participating in daily & timely support to end-users (deskside & remotely), events & meetings, and web conferencing.
- Maintaining & monitoring the daily/weekly backup process and backup infrastructure.
- Monitoring the performance, availability, and security of the systems, and responding to any issues or incidents that arise.
- High capability of incident troubleshooting, and problem-solving skills, like connectivity issues, and applications issues. etc, and escalation to (working with) higher levels, liaising and coordinating with third parties for internal systems and applications management & troubleshooting.
- Installing, configuring, updating, and troubleshooting network components & infrastructure, with proven skills in CISCO networking.
- High ability to manage and troubleshoot Layer-2 & Layer-3 network devices.
- Managing & maintaining CISCO IPT infrastructure.

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- Proven technical skills in Servers Management (Windows & Linux), Virtualization Management, TCP/IP, DNS, DHCP, and other protocols.
 - Awareness and capability of implementing API integration among cloud & local systems, if required, with an understanding of requirements & prerequisites.
 - Managing & maintaining storage units health & volumes.
 - Inventory records documentation and updating.
 - Good awareness of education technology, like LMS, SIS applications, and functionalities.
 - Develop, implement, and maintain core Service Management processes including but not limited to Incidents, Problems, Requests, and others.
 - Accountable for ensuring that ITSM processes are fit for purpose, efficient and effective, adhere to ITIL best practices, and align with business requirements and strategy.
 - Participating in Change Management & Transformation processes.

Required Education:

- Bachelor's degree in computer science or computer engineering or equivalent degree.
- Cisco CCNP or higher certification is a must.

Required Work Experience:

- 5-7 years of experience in an IT system administration position, preferably in higher education or international organization/company

Key Competencies:

- Ability to work collaboratively
- Self-starter and initiative-taking
- Adequate communication and problem-solving skills
- English proficiency is required

If you are interested, kindly send an email with your CV and a Cover Letter to the following email: careers@theafricainstitute.org. Please mention the position you are applying for in the subject line.

**Salary and further compensation commensurate with degree and experience. Benefits package includes health insurance, housing, and transportation, children school fees allowances subject to coordination of benefits.*

**GSU is committed to fair employment practices and encourages women and men of all national, ethnic, and religious backgrounds to apply and join our expanding team. UAE nationals are encouraged to apply.*