Position Outline
The Head of IT is responsible for the management and administration of the IT department. S/he should be a highly organized, motivated and results oriented self-starter, with strong operations and management skills, who works effectively as a team player, and who gets actively involved in day-to-day IT operations.

Position Particulars

1. Building up a strong IT team of the highest integrity
   - Developing an effective IT team to solve critical IT problems with outstanding performance and interpersonal skill
   - Guiding IT staff to organize and accomplish their daily assignments
   - Supervising the IT staff to manage and overcome the work load systematically
   - Ensuring an effective IT teamwork
   - Working closely with the IT staff so that they understand and value each other’s job importance

2. Technical support and maintaining database
   - Overseeing the University website, domain control panel and hosting panel server including administration
   - Understanding LAN/WAN equipment's like Router, Switch and Server for proper Installation, Maintenance & Troubleshooting.
   - Implementing and maintaining database security
   - Establishing and maintaining sound backup and data recovery policies and procedures.
   - Providing all technical support and troubleshooting activities related to Software Desktop, Laptop, Mac, Network printers, Scanners, CCTV cameras, Access Control Devices, Multimedia Projectors and UPS/IPS etc.
   - Organizing advanced schedule of IT related tasks on priority basis

3. Communication with management and other departments on IT issues
   - Communicating with local and expat staff members for all types of IT related matters
   - Updating the management with new information technologies implemented in the organization
• Advising the management of new projects which is beneficial for the University and cost effective as well
• Discussing and implementing day to day IT requirements of different departments
• Discussing and solving critical problems of management regarding IT issues
• Solving IT related problems of local and expat faculty who are at the station or working outside the campus
• Communicating with local and foreign suppliers for different devices implementation, troubleshooting and purchases

4. Information Technology and its implementation
   • Identifying cost effective IT solutions
   • Developing thyself to implement new and latest technology for the interest of AUW
   • Upgrading software and hardware equipment
   • Developing overall technology of the University for the betterment and smooth operations

5. IT servers and central networking devices
   • Handling existing network configuration, networking equipment, servers and workstations
   • Designing, negotiating, purchasing and implementing a complete network system for AUW as required
   • Implementing, maintaining and troubleshooting of servers and equipment related to networking
   • Designing the network to be connected to the central servers and feature upgrading
   • Monitoring and customizing the servers for better performance and smooth operations without any downtime
   • Monitoring daily, weekly and monthly backups done in different location for disaster recovery
   • Monitoring all buildings in AUW facilities and ensuring all are connected to the central network system
   • Updating servers, routers and networking equipment related to software and hardware
   • Monitoring the load tolerance of servers and devices

Qualifications and Experience Required
• Substantial experience in Information Technology, preferably in a multicultural and multinational environment; experience of working in an University would be an advantage
• Master’s Degree in Information Technology, or in a related field preferred.
• Experience in supervising and managing a team of professional IT staff
• Effective skill in IT support service, IT system management and interpersonal communication
• Highly developed, demonstrated teamwork skill
Demonstrated ability to increase productivity of the team members and to continuously improve methods, approaches, and developmental contribution in a cost-effective way

**We Offer**
- Professional & multicultural working environment
- Attractive compensation package
- Comprehensive Group Insurance
- Other benefits as per AUW HR policy

**To Apply**
Interested applicants should send their CVs along with a Cover Letter detailing how their qualifications, skills, abilities and experience meet the specific requirements of the role as outlined in the job description; and two references (Name & Contact Information) via email at hrd@auw.edu.bd. Please mention the position applied on the subject line. The review of applications will begin immediately. Only short listed candidates will be contacted.