

Director of Information Technology
Duke Kunshan University
Job Description

Position Overview:

A highly collaborative leader is sought for this position. The Director is responsible for all aspects of leading the planning, engineering, deployment, operation and maintenance of the Information Technology (IT) infrastructure, components and technology for Duke Kunshan University. This includes but is not limited to: the data/voice network, data center, classroom audio-visual, TelePresence classrooms, video-conferencing, collaboration and on-line social network tools, administrative systems, learning management system, security system, communication tools (email, calendar, blogs, wikis, etc.), research computing systems, data storage, data security, and end-user support for campus faculty, researchers, staff and students. This position also requires close interactions with Duke IT organization and to maximize the interoperability of the IT environments for the benefit of the students and faculty at DKU.

Reports to:

Chief Finance Officer

Essential Duties:

Strategic Planning and Implementation

- Responsible for all DKU technology planning and decisions through a collaborative leadership role working closely with DKU program leaders to ensure technology supports the evolving needs of DKU's academic, research and business functions, while simultaneously enabling essential programmatic relationships with Duke University academic, research and administrative functions.
- Develops strategic and implementation plans to serve the needs of campus, which shall cover collaboration and Communication (IT Tools for Inquiry and Instruction); Privacy and Security; Networks; Innovation and Technology Selection and Implementation.

Operational Support: Academic and Administrative

- Oversees DKU's IT infrastructure and operations encompassing system and resource acquisition, system support and maintenance, voice/data networking, administrative and academic systems, audio-visual support, end-user support (including Help Desk) by working in close collaboration

with Duke University IT colleagues.

- Promotes a customer-oriented service attitude through clear recognition of user needs and ensures the efficient and effective operation of the IT organization through best-practice business processes and appropriate technologies.
- Leads IT change management by developing procedures, timelines, action steps and communication plans that mitigate the disruption associated with change.
- Ensures the day-to-day information technology needs of the campus are met that enable faculty, students and administrators to communicate and collaborate with colleagues across the globe. This includes a high degree of interoperability and consistency of learning spaces; free, secure and unfettered access to all collaboration and communication tools; policies and procedures; data security policies, procedures and incident management; hardware and software acquisition; and policies and procedures for identity management and authorized system access.

Team Leadership and Workforce Management

- Leads a team of full-time DKU employees and possibly contract resources.
- Creates synergies with DKU and Duke University IT areas. Establishes individual and organizational objectives that are aligned with overall campus IT, academic and business goals.
- Strengthens and develops DKU IT capability to meet increasing demands and expectations with the growth of DKU.
- Builds, engages and retains a capable and effective team. Documents and presents performance assessments. Recognizes and rewards associates commensurate with performance.

Financial Oversight

- Develops, seeks approval and manages information technology budget for capital and operating expenses and ensures the effective and appropriate expenditure of DKU's IT funding resources.

Perform Other Duties 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.

Required Qualifications:

- Master's degree in Computer Science, Information Systems, Information Technology or related field.
- Required proficiency in Mandarin Chinese and English; fluency in both is highly desired.
- IT leadership experience at an American or comparable research university preferred.
- Experience working internationally (i.e. inside and outside China).
- Expert understanding of Chinese culture, laws and working environment.

- A minimum of 10 years of experience building and maintaining a complex information technology services environment, preferably at a research university or comparable organization.
- Leadership experience in managing cross-functional teams and influencing senior level management and key stakeholders.
- Demonstrated ability to: conceptualize, launch, and deliver a portfolio of services to meet business demands on-time and within budget; attract skilled, competent, and creative people; coach, mentor and direct a talented technical staff; juggle multiple priorities (including a mix of operational responsibilities and projects) within an environment characterized by changing functional and technical requirements; strategic thinking with pragmatic execution.
- Broad experience and technical expertise with the software and hardware components of modern distributed computing environments. Includes an understanding of the design and use of state-of-the-art systems and network design concepts to produce a high quality applications, systems and communications infrastructure. (for examples: internet, communications, directory structures, authorization and authentication, web, file and mail systems, etc.).

Inclusion and Diversity are at the very heart of innovation. Workplace success depends heavily on a vibrantly diverse and inclusive culture. Transformational thinking and creativity are fundamental traits needed to create and deploy world-changing technology that stems from a rich culture acquiescent to all differences. The candidate shall fully embrace and promote Duke's and DKU's commitment to the principles of Diversity and Inclusion.