JOB DESCRIPTION

JOB TITLE: IT Administrator
DEPARTMENT: Academic Computing Center

DIVISION: Office of the Provost
GRADE:

1. BASIC FUNCTIONS:
Assists in the administration of all ACC servers hosting instructional technologies supported by ACC and used for teaching and learning, including Moodle, the official AUB learning management system (LMS). Assists in providing technical support to ACC staff as well as to AUB faculty, students, and staff. Assists in maintaining procedure manuals updated, and in handling a safe backup of all ACC data.

2. DUTIES PERFORMED:
• Assists in the administration, upgrading, code enhancement, and maintenance of data backup of Moodle, the AUB official Learning Management System (LMS), as well as of several other computer applications hosted at ACC.
• Assists in installing, maintaining, modifying, and administering ACC servers under different environments (Mac/Linux/Windows operating systems).
• Assists in providing technical support and guidance to faculty, students, and staff in using applications hosted at ACC in an effective and efficient way.
• Assists in managing the development and delivery of ACC applications and in maintaining an updated library of procedure manuals for all these applications.
• Develops and edits code for applications and scripts to improve the work environment as needed, particularly related those related to Moodle.
• Assists in implementing and maintaining a healthy and secure backup strategy for all ACC servers.
• Assists in the management of Moodle online exams assessing effectiveness and security and making recommendations for changes based on the results of assessment.
• Assists ACC staff in all hardware and software needs. Responsible for the ACC technical inventory and for keeping all computers with the needed applications.
• Prepares reports on progress and outcomes as requested by the IT Senior Administrator and the LMS Coordinator.
• Performs other related duties as requested by the IT Senior Administrator and the LMS Coordinator.

3. WORK CONTACTS:
Regular contact with ACC and CNS staff, AUB faculty, students, and staff.

4. SUPERVISORY RESPONSIBILITY:
None.
5. **INDEPENDENCE OF OPERATION:**
Reports to the Senior IT Administrator. Works according to established online publishing University procedures and policies. Work may be checked from time to time.

6. **PHYSICAL EFFORTS:**
Slight physical efforts involving walking, standing, and operating computers, approximately 50% of working time.

7. **WORKING CONDITIONS**
Clean and pleasant.

8. **MINIMUM REQUIREMENTS:**
a. Bachelor’s in the area of Computer Sciences, Computer Engineering, or related area, and 3-4 years of work experience in an educational institution with an emphasis on e-learning.
b. Technical knowledge/experience with major platforms (Mac, Linux, Windows), server security and data backup, and use of different browsers. Good knowledge of HTML, PHP and Web applications.
c. Ability to troubleshoot bugs and problems identified on Moodle and all other ACC applications in a timely manner.
d. Ability to communicate and collaborate with others to meet desired outcomes.
e. Comfortable managing a wide variety of projects and able to bring them to completion in a timely manner.
f. Excellent oral and written knowledge of English.