

## **Operational Systems Support Coordinator**

Implements, supports and monitors all the software platforms which supports operation of the administrative areas, including our ERP (SAP), ensuring application's availability and stability, information security and adequate overall performance while ensuring fulfillment of administrative areas' needs and compliance with established service level agreements.

### **Required Qualifications:**

- Bachelor's degree in Information Systems Management or Computer Systems Engineering.
- Bilingual, English and Spanish
- Microsoft Certified Solutions Expert (MCSE) certification is a plus
- MS-SQL Server or Oracle Administration certification is a plus
- ITIL Foundations v.3 certification is a plus
- SAP technical training

### **Previous Experience preferred:**

- At least 3 years of successful experience supporting Information Technology operations at a reputable organization.
- Proven experience leading people and vendors.
- Excellent coordination, collaboration and communication skills.
- Analytical, Proactive, Auto motivated and self-learner.
- Hands-on with high sense of urgency.
- Service oriented and results driven.

### **Duties and responsibilities:**

- Ensures software applications security, stability and availability.
- Responsible of 2nd level technical support (product specialist) for all ASF's administrative platforms including our ERP (SAP), and handling all needed coordination with the administrative areas he supports as well as with the infrastructure, academic systems support and IT Architecture OIT areas to provide effective solutions to user needs.
- Responsible for ensuring compliance with defined technology standards.
- Responsible for monitoring overall application performance/availability identifying potential risks and/or security breaches.
- Define and implement, in coordination with the Infrastructure and Security Coordinator, a comprehensive set of procedures for information/application backup and restoration execution and validation.
- Define and implement a Disaster Recovery Plan (DRP) to restore the information and operation of ASF in case of a major contingency.

- Responsible for ensuring compliance with agreed service levels.
- Define and periodically review technological standards in terms of platforms, software, versions, configurations and their allocation.
- Implement any new administrative system, module or functionality needed and monitor their appropriate usage.
- Keep operational systems updated according to established policies, standards and/or vendor recommendations.
- Responsible for validating any SAP change request to ensure it meets the standards set for requisitioning, properly prioritization, not contravene with any other functionality or implemented configuration, and is executed in a timely manner and be properly documented and released.
- Provide support and advice to the functional areas to find more efficient ways, supported in technology, to carry out its operational activities and/or better use of already implemented platforms.
- Activities mentioned in this Job Description are not limited to the above, and the employee may be required to perform other related activities as assigned that will contribute to the success of their Area/Division.
- Abide by ASF's Child Protection Code of Conduct which holds leadership to a higher standard as employees may bring cases of suspected child abuse to leadership directly, by-passing the counselor. Managers have a responsibility to implement, enforce, promote, monitor and evaluate child safeguarding and the school's policies with their teams and departments.

### **Supervises:**

Administrative Management Systems Specialist

### **Evaluation:**

Reports to and is evaluated by: Director of Technology. Shall be evaluated annually according to procedures established by school policy.

### **Application Procedure:**

Interested and qualified candidates must submit: 1) resume, 2) cover letter that includes professional philosophy, as well as clearly highlighting the degree to which the preferred qualifications are met, (3) an ASF employment application (<http://solutions.asf.edu.mx/application/>) and 4) copy of Degree and transcripts. Please attach files electronically while completing your application.