System Administrator

Position: System Administrator – Dynamics AX
Department: IT and Data Management
Working condition: Oxford University Clinical Research Unit, Ho Chi Minh City, Viet Nam
Hours of work: Full time
Tenure: One year contract including 2-month probationary with a possibility of extension
Supervisor: IT Manager/Head of IT and Data Management
Vacancy reference: JD-0516-015

Background

Oxford University Clinical Research Unit (OUCRU) is based at and working in partnership with the Hospital for Tropical Diseases in Ho Chi Minh City. The core clinical research areas of the Unit are typhoid, dengue, central nervous system infections, malaria, influenza, tuberculosis, and HIV.

The IT and Data Management group is a functional department that provides IT and Data Management related services to the whole Unit's operation. That includes a professional team to take care the server room of 15 physical servers with more than 30 VMs, running various applications of Dynamics AX, Exchange Server, SharePoint Portal, Freezerworks, SQL Servers, bionumerics software and many in-house applications and provide support to more than 300 users.

Job summary

The System Administrator (SA) – Application Development is responsible for effective provisioning, installation/configuration, operation, and maintenance of IT applications, including MS Dynamics AX system, Unit website, and Exchange Server and other applications. This individual participates in technical research and development to enable continuing innovation within the installed applications, but not limited to others extended. This individual ensures that application and related procedures adhere to organizational values, enabling staff, PhD students, and collaborators.

This individual is accountable for the following systems: Dynamics AX, Sharepoint Portal, Freezer works …. Responsibilities on these systems include SA engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation.

Key responsibilities and tasks

SA Engineering and Provisioning

- Develop and maintain installation and configuration for the MS Dynamics AX 2009, including customizing functions, configuring the workflows and developing new reports.

- Engineering of SA-related solutions for operational needs.

- Contribute to and maintain system standards.

- Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.

Operations and Support

- Provide Tier III/other support per request regarding Dynamics AX and other application issues escalabled from Service Desk team. Investigate and troubleshoot issues.

- Perform daily application monitoring, verifying the integrity and availability of server resources, systems and key processes, reviewing system and application logs.

- Create, change, and delete application user accounts per request.

- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.

Maintenance

- Maintain the master security matrixes for the Dynamics AX and other applications to ensure user access permissions to applications are properly maintained and documented.

- Maintain operational, configuration, or other procedures.

- Perform periodic performance reporting to support capacity planning.

Selection criteria

- BSc in computer science, computer engineering or information system

- Systems Administration/System Engineer certification in Unix and Microsoft

- At least one year Dynamics AX administrator or consultant experience.

- Strong knowledge and experience in implementing and customizing Dynamics AX 2009.

- Strong experience in business process analysis and ledger accounting.

- Strong database experience in MS SQL Server and reporting tools.

- Knowledge and experience in Exchange Server 2010, SharePoint, Microsoft System Center Suite.

- Analytical problem-solving skills, willingness to learn, self-initiative.

- Team player, organized, patient, dedicated, tactful, understanding, disciplined and mature.

- Creative and innovative on developing IT solutions.

- Good English communication skill needed.

How to apply

Interested qualified candidates are invited to send their detailed resume and cover letter in English, including copies of relevant certificates, either by email or by post to the following address:

Oxford University Clinical Research Unit
Laboratory of Clinical Science
Hospital for Tropical Diseases

764 Vo Van Kiet, Ward 1, District 5, HCMC
Email: hr@oucru.org

Only short-listed candidates will be contacted for interview.

Contact person

Ms. Nguyen Thi Hong Phuc