

## **CECOS UNIVERSITY JOB DESCRIPTION**

|                               |                                                    |
|-------------------------------|----------------------------------------------------|
| <b>Position Title</b>         | Assistant Manager (Campus Management System – CMS) |
| <b>Department</b>             | Information Technology                             |
| <b>Reporting Relationship</b> | Manager IT                                         |

### **POSITION DESCRIPTION**

The Assistant Manager (CMS) will assist in the effective operation, configuration, and maintenance of the University's Campus Management System. The role involves providing technical and functional support to end users, ensuring data integrity, coordinating with departments for CMS-related matters, and contributing to the continuous improvement of system processes.

### **Required Qualification, Experience and Skills**

|                                   |                                                                                                                                                                              |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>             | <ul style="list-style-type: none"><li>• Bachelor's degree in Computer Science, Information Technology, or a related discipline from an HEC-recognized institution.</li></ul> |
| <b>Minimum Field of Expertise</b> | <ul style="list-style-type: none"><li>• Minimum 2 years of relevant post-qualification experience in CMS/ERP support, preferably in an academic setting.</li></ul>           |

### **REQUIRED JOB COMPETENCIES (Technical and Soft Skills)**

1. Strong understanding of campus or enterprise management systems (preferably university-level ERP/CMS).
2. Proficiency in SQL, PHP, or other web-based programming environments (desirable).
3. Sound knowledge of database management, system configuration, and data handling.
4. Excellent troubleshooting, analytical, and communication skills.
5. Ability to collaborate effectively with academic and administrative staff.
6. Attention to detail and commitment to maintaining data confidentiality.

### **DUTIES AND RESPONSIBILITIES**

1. Assist in the daily operation, configuration, and maintenance of the Campus Management System.
2. Provide technical and functional support to students, faculty, and administrative offices.
3. Coordinate with academic coordinators, examination section, and other administrative units for CMS-related matters.
4. Monitor system usage, identify common issues, and report or escalate them to the IT development/support team.
5. Support data entry, validation, and ensure data integrity and accuracy across modules.
6. Assist in conducting user training sessions, workshops, and in the preparation of user manuals/help guides.
7. Generate periodic system reports for management and departmental use.
8. Ensure proper execution of system backups, adherence to security protocols, and maintenance of system documentation.
9. Perform any other tasks assigned by the Manager IT.