

Centralized Call Center Team

Call Center Team performs routine, and some non-routine, continuous and repetitive work involved primarily with the operation of a telephone switchboard to route, receive and place calls to all UAEU campus locations, Disseminates information to callers as necessary.

IT Helpdesk Team

IT Helpdesk Team provide students, faculty, and staff members with a centralized point of contact for all IT service's request and support in the university. The Helpdesk is committed to a quality service through teamwork and a proactive approach to problem identification, solution and customer satisfaction.

Technical Training Team

This group is responsible for educating the community on the new and existing technology and overseeing the preparation, implementation , facilitation, tracking and day-to-day operations.

Enterprise Telecommunication Team

This team provides fast, reliable and cost effective telecommunication services from data to voice, dial-up to high speed internet and wired to cellular. They support and manage all new VoIP and legacy telephonic system and coordinate between IT and

IT Governance Team

IT Governance team make sure that IT strategy is aligned with business strategy. Policies, procedures and processes are established and resources are secured. This group makes sure that IT risks are known and well managed.

Enterprise Data Center Operation & Management Team

Oversee day to day operations for the state-of-the-Art UAEU data centers and be responsible for site availability, working with operations and engineering teams. Define priorities for Data Center projects and be responsible for consistent, clear communication about production and test environments. Involved in setting up the project's architecture, environments, system testing and deployment.

Web Service & Development Team

The Web Services Team is responsible for the internal and external web presence of the UAE University. Team is also responsible for managing and supporting enterprise web applications such as university portal, CMS, Internship Program web application and much more.

End-user Support Team

Support team is responsible of managing all End-user computing infrastructure and services for colleges, student affairs and administration units. Department is administrating all end user problems and developments with a high level of customer satisfaction.

Enterprise Network Operation & Management Team

Manages and develop the enterprise network by monitoring its performance, security, error detection etc. Directly involved in creating/updating/ implementing the UAEU network system's architecture and environment.

Enterprise Database & Data Warehouse Team

The Database & Data Warehousing Team is responsible for managing and maintaining University Enterprise Databases, Application Servers, reporting and Data Warehousing environment. The team is the gatekeeper for university back end systems and imposes standards and change control processes for all the changes to be implemented in production environment.