Office of Human Resources

POSITION DESCRIPTION

POSITION: Manager - Technical Support (System Administration)

LOCATION: Information Technology

GRADE: CCRIPSA 15

REPORTS TO: Director of Operations

WORK SCHEDULE: Non-Standard; 35 hours per week

SUPERVISES: Supervises classified, non-classified, part time and student employees

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: https://www.ccri.edu/equity/culture/guidingprinciples.html

JOB SUMMARY:

Lead the Desktop Configuration, Software Deployments, and Endpoint Management Activities at the College. Work with the college community to collect requirements and provide solutions for software needs. Develop policies and workflows for end point management. Apply and maintain security controls to secure end points.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Performs auditing of routine and non-routine administrative tasks on end point devices

Develop Quality Control reporting to provide system status information
- Establish Operating System Imaging, software packaging, configuration management, and software delivery workflows and best practices
Provide quality assurance for these processes
- Part of the incident response team
- Manage delivery of user requested software
- Apply expert judgement in the planning, analysis, design and implementation end point configuration
- Create Active Directory Group Policies
- Microsoft SCCM administration including Windows, and security updates
- Oversee the VMWare View Horizon system. Provide capacity planning and necessary upgrades and patches. Create standards and methods for monitoring the environment
- Create and update testing procedures for Desktop hardware and software deployment
- Work with IT Leadership to determine hardware solutions
- Create and maintain documentation
- Provide leadership, direction, and training to other staff members.
- Work independently and requires only general supervision.
- Assist departments with the design, setup and maintenance of departmental computer laboratories.
- Stay informed about the current state of and future advances in computer hardware and software.
- Other duties as assigned by Director of Operations.

LICENSES, TOOLS AND EQUIPMENT:

Computers and peripheral devices, such as printers and scanners.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions. Must be able to push, lift, carry, and/or use the above equipment.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Computer Science, Computer Engineering or a related field is required. Master's Degree preferred.
- CISSP or a degree or certificate in a security program of study preferred.
- Five years' experience in an information technology position required, preferably in a higher education environment.
- Experience in technical writing, and preparing and presenting detailed studies and reports.
- Experience building and maintaining Microsoft MDT & WDS environments as well as other desktop imaging tools and technologies.
- Experience customizing Windows for end user deployment using Group Policy, SYSPREP, and other related utilities is required.
- Experience with SCCM is required.
- Demonstrated experience with Powershell scripting
- Experience with PCoIP Protocol
- Experience with DHCP, DNS, and Load Balancers
- Experience with Cisco UCS Blade Servers
- Experience with Deep Freeze
- Experience administering a NetApp SAN
- Experience working independently on multiple assignments and working collaboratively within a team.
- Experience with the organization, coordination, and supervision of support staff and assuming project leadership responsibilities.

- Working knowledge of virtualization technologies including VMWare ESXi required.
- Experience working in VMware's vCenter environment; and utilizing vCenter for management of VMs required.
- Working knowledge of Active Directory is required.
- Strong interpersonal skills and ability to work effectively and collegially with faculty, administrators, students, and colleagues is required.
- Must be available to work a non-standard schedule in order to fulfill assigned duties and responsibilities and respond to technical emergencies outside of working hours as needed.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: TitleIXCoordinator@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here: https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf

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