COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION: Senior Information Technologist

LOCATION: Department of Information Technology
                         Initially located at the Flanagan campus, Lincoln, RI

REPORTS TO: Director of User Services and Quality Assurance

GRADE: CCRIPSA 12

WORK SCHEDULE: Non-standard, 35 hours per week

SUPERVISES: Supervise 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: Responsible for the provision of multimedia services, technology support and training to faculty, staff, students, administrators, and the college community. Coordinates college-wide multimedia technology requests and short-term loans, and the daily operation of Classroom Support. Schedule and assign Part-Time and Student personnel; provide leadership, direction, and training to Part-Time and Student staff members.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Serve as the senior technologist Responsible for the provision, support and proficient functionality of multimedia technology in all classrooms, labs, auditoria, conference rooms, and other community spaces; Support audio/video conferencing, desktop and

mobile web conferencing along with alternative digital collaboration tools.
- Provides and/or oversees preventative maintenance and minor report of multimedia technology and coordinates third party repairs.
- Serving as single point of contact, evaluate and analyze customer requests for service and coordinate efficient and effective fulfilment of college-wide requests for multimedia technology (including events) and short-term loans; instructs staff and student employees in the delivery, setup, and retrieval of such to best meet the needs of customers.
- Serve as the senior technologist responsible for the set-up and operation of multimedia presentation and control systems for college and community events.
- Provide training, demonstrations, webinars and technical support on current technologies, new products, and interactive applications.
- Create, maintain, and update training manuals, video tutorials, and user documentation for supported academic hardware and software for classrooms and the IT web site and media library.

- Demonstrate and assist users with live video recording, editing and final production; assist user access to self-service media library. Support various media and file formats; transfers, duplications and application integration.
- Assist with production of mobile and desktop lecture capture systems.
- Provide instruction and support for mobile media carts including laptops, tablets, iPads, and other wireless technologies utilized within learning spaces.
- Participate in the development, design, updates and maintenance of the IT website.
- Plan and implement standardization strategies for classroom technology, source management and control, and web documentation to support various learning spaces.
- Facilitate and oversee equipment loans for academic use by faculty and staff
- Analyze the information technology and multimedia needs for classroom and event use and determine appropriate solutions. Maintain associated equipment and supply inventories. Compile data reports on multimedia and classroom technology equipment requests, usage and issues.
- Collaborate with college facilities regarding the installation of technology within the campus learning spaces; expedite repair and work order requests
- Hire, train, schedule, assign, supervise and delegate work assignments to part-time, and student employees of the Classroom Support staff.
- Provide authoritative technical consultation to customers.
- Other duties as assigned

OTHER DUTIES AND RESPONSIBILITIES:
- Maintain current knowledge of a wide array of educational technology, pedagogy and best practices in higher education. Participate in the research, testing and development of emerging technologies and digital applications
- Stay informed by participating in professional development seminars, attending workshops, meetings, and technology related conferences.
- Perform other duties as required.
- As part of training, perform functions normally assigned to a Lead Information Technologist, although to a lesser degree.
- My serve as senior technologist on a project team that involves other support staff.
- Perform the duties of an Information Technologist as needed.
- Perform duties and responsibilities with minimal supervision and work collaboratively within a team.

LICENSES, TOOLS AND EQUIPMENT:
Includes but not limited to: AV, computer and presentation technologies, digital classroom and mobile equipment; multimedia capture, production, editing and programming tools; campus sound and control systems; and related software applications/licenses. Must have access to and

use of own transportation.

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions; however lifting equipment and providing outside equipment setups is required on occasion.

QUALIFICATIONS:
- Bachelor's degree required; master's degree preferred. Must have either 2 years' experience in an information technology position or 4 years' experience in a position that included a substantial amount of information technology work; preferably in a higher education environment.
- Must provide evidence of having had experience in performing duties and responsibilities with only minimal supervision.
- Must possess strong interpersonal skills with the ability to communicate effectively verbally and in writing as well as the ability to organize, coordinate, and supervise support staff are required.
- Must be able to interpret and adhere to institutional policies, plans, objectives, rules and regulations, and standards; and communicate the interpretation to subordinates and others.
- Demonstrated experience in the use, training and support of computer technologies, classroom presentation equipment, capture and media control systems, sound systems, digital conferencing, media production and instructional applications required.
- Experience in IT trouble-shooting, documenting reports, and providing technical resolutions is required.
- Experience in the areas of teaching, providing effective customer services (preferably in higher education), evaluating products, and preparing and presenting reports is preferred.
- Must be able to accommodate flexible work schedule on occasion 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