CCRi

COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

TITLE: Manager of User Services, Instructional Support

LOCATION: Information Technology

REPORTS TO: Chief Information Officer

GRADE: PSA 15

WORK SCHEDULE: Non-Standard; 35 hours per week

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

BASIC FUNCTION: Plans, manages, and evaluates instructional technology programs
                                          and services that facilitate the integration of technology across the
                                          curriculum.

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

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide leadership and supervision to Instructional Support group.
- Provide strategic, budget/fiscal, and technology planning for the Instructional Support area.
- Provide leadership and coordination between the Instructional Support area and other areas
  of the IT Department or the College when integrating new technologies, troubleshooting
  performance issues, or implementing new support services.
- Manage the planning, development, implementation, and support of all instructional
  technology training, end user consulting, and other instructional support programs for
  faculty.

- Supervise the development, maintenance, and accessibility of user documentation for supported instructional technology tools included but not limited to web based and multimedia instructional materials and users' manuals.
- Provide instructional computing support to assist faculty members with the integration of technology into the curriculum including but not limited to individual consultation on issues related to instructional technology.
- Manage the evaluation, selection, implementation and support of hardware and software applications, standardized multimedia software, developmental tools, and technical innovations that support the learning environment.
- Manage the operation and promote the use of CCRI's Centers for Instructional Technology on each campus to provide sophisticated hardware, specialized software and reference materials that enable faculty to explore and utilize instructional technology tools in a supportive environment.
- Administer learning management system (LMS).
- Participate in college committees and working groups to promote best practice use of information technology in administration and instruction.
- Collaborate with colleagues at other higher education institutions, external agencies and vendors on issues related to instructional technology.
- Additional responsibilities as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Computers and peripherals such as printers and scanners.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions

QUALIFICATIONS:

- Bachelor's degree required. Master's degree in Instructional Technology or pedagogical or technology related field is preferred.
- A minimum of 5 years of significant and increasingly responsible related experience is required.
- Demonstrated knowledge of and experience with such as Blackboard or similar learning management software.
- Demonstrated competency in learning theories, instructional design principles and educational technology is required.
- Extensive experience with the installation, configuration, use and support of a variety of hardware and software tools is required including but not limited to: Windows operating systems, the Microsoft Office applications, Internet browsers and plugins; HTML coding and web authoring software: desktop computers: and peripherals such as laser printers, scanners, slide scanners, CD/DVD burners, digital cameras, graphics tablets, and video/audio players and recorders.
- Strong interpersonal skills and ability to work effectively and collegially with faculty, students, and colleagues are required.
- Ability to work independently on multiple assignments and to work collaboratively within a team environment required.
- Excellent oral and written communication skills, including the ability to explain complex technical and information to non-technical audiences is required.
- Demonstrated capacity for self-directed learning is required.

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