



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Senior Information Technologist
LOCATION:	Department of Information Technology
GRADE:	PSA 12
REPORTS TO:	Lead Information Technologist
SUPERVISES:	May exercise supervision over classified, non-classified, part-time and student employees.
WORK SCHEDULE:	Non-Standard; 35 hours per week, Monday–Friday; 8am – 4pm

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:

Implements technology solutions including installation and configuration of systems and provides support for faculty and staff desktop and departmental lab computers.

DUTIES & RESPONSIBILITIES:

- Compiles summary information to be included in reports of the Department's activities.

- Provide user support and automated help desk assistance as needed.
- Help Desk: Provide technology-related assistance to faculty, staff, and students via the telephone on supported hardware and software. Supported software includes but is not limited to: Windows 7, Windows 8 and XP operating systems, MS Office applications (Word, Excel, PowerPoint and Access), MS Outlook, Internet Explorer, My CCRI, Banner, Blackboard, Sophos Anti-Virus, Firefox, Chrome, and department specific applications.. Troubleshoot hardware and network related problems on faculty/staff desktops and in the labs, including peripheral devices such as printers and scanners. Laptops, Cell Phones, iPads.
- Assist with connectivity to CCRI WIFI for Laptops, Cell Phones and iPads Assist walk-in faculty/staff/students with technology related problem. Evaluate and analyze customer requirements for services.
- Assist with the monitoring of the Help Center tracking system. Train and supervise part-time staff and student workers assigned to the help desk.
- Monitor the Help Desk Email account to ensure that end user questions are answered and/or forwarded to an appropriate staff member. Escalate problems to other support staff within Information Technology as appropriate.
- Assist with the development and maintenance of the College's web site and the Department of Information Technology web site. Serve as liaison with departmental information providers in creating and publishing web pages.
- Create, maintain, and update training manuals and user documentation for supported hardware and software for the IT web site. Update training documentation for new Help Desk employees. Keep informed of state-of-the-art technologies and trends, desktop operating systems, and software applications.
- Recommends new support systems based on analysis of user needs.
- Other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

- Mainframe and personal computer hardware and software, as well as peripherals.
- Must have access to and use of own transportation.

ENVIRONMENTAL CONDITIONS:

- This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

- Bachelor's Degree and a minimum of 2 years of related experience required or an Associate's Degree and a minimum 5 years of related experience; preferably in a higher education environment.
- Demonstrated experience in the use, support and troubleshooting of Windows 7 and 8 operating systems, Microsoft Office 2013, Internet Explorer, and Mozilla Firefox required; working knowledge of Windows 10 and Office 16 and O365 preferred.
- Demonstrated experience developing web pages and working knowledge of HTML preferred.
- Demonstrated experience in Customer Service, in a fast paced and challenging environment.
- Working knowledge of BMC TrackIt preferred.
- Demonstrated ability to work independently on multiple assignments and collaboratively

within a team required.

- Demonstrated experience in technical writing preferred.
- Excellent analytical, organizational and communication skills required.
- Excellent interpersonal skills and the ability to work effectively and collegially with faculty, staff, students, and colleagues 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>

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Knight Campus

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