



Office of Human Resources

POSITION DESCRIPTION

POSITION:	Information Technologist
LOCATION:	Department of Information Technology Initially located at the Knight Campus, Warwick, RI
REPORTS TO:	Manager, Desktop and Media Services
GRADE:	CCRIPSA 10
WORK SCHEDULE:	Non-standard, 35 hours per week
SUPERVISES:	May supervise support staff; 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:

Provide multimedia services, technology support and training to faculty, staff, students, administrators, and the college community. Implements technology solutions and provides support for computing labs and electronic classrooms. Assists in providing support for faculty and staff desktop computers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for the provision, support and proficient functionality of multimedia technology in all classrooms, labs, auditoria, conference rooms, and other community spaces.
- Setup presentation technology systems and operate media control devices in support of college and community events.
- Install, configure, maintain and repair computers and peripheral devices in labs and classrooms.
- Assist with implementing technology solutions including installing and configuring operating systems, application software and peripheral devices for faculty and staff
- Provide training, demonstrations, webinars and technical support on current technologies, new products, and interactive applications.
- Support audio/video conferencing, desktop and mobile web conferencing along with alternative digital collaboration tools.
- Demonstrate and assist users with live video recording, editing and final production
- 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 ITMS website
- Create training videos and documentation for supported technologies.
- Participate in standardization strategies for classroom technology, source management and control, and web documentation to support various learning spaces.
- Develop technology user guides for classrooms; make available on desktop, on-line and on-demand.
- Ensure security of classroom equipment, systems and digital tools with approved methods and devices.
- Facilitate and oversee equipment loans for academic use by faculty and staff
- Utilize ticket-tracking management system and maintain classroom data reports on equipment issues.
- Utilize college work order system and collaborate with college facilities regarding the installation of technology within the campus learning spaces; expedite repair and work order requests.
- Maintain classroom and production technologies, operational supplies and inventories.
- Compile reports.
- Hire, supervise, train and oversee work assignments of auxiliary employees.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Other duties as required.

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.
- Assist with department IT projects and other assigned duties.

LICENSES, TOOLS AND EQUIPMENT:

Includes but not limited to: AV, computer and presentation technologies, digital classroom and mobile equipment; 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:

- Associate's degree in a related technology field required; bachelor's degree in a related technology field preferred.
- A minimum of two years of relevant experience required.
- 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 teaching technical training sessions in a higher education environment is preferred.
- Excellent written and oral communication, analytical and organizational skills required
- Strong interpersonal skills and ability to work effectively and collaboratively with administrators, faculty, students and colleagues is required.
- 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>

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Knight Campus

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