Office of Human Resources

POSITION DESCRIPTION

POSITION: Manager, Systems Development
(Enterprise Reporting - ARGOS)

LOCATION: Information Technology

REPORTS TO: Director, Management Information Systems

GRADE: PSA 15

WORK SCHEDULE: Non-Standard; 35 hours per week

SUPERVISES: Exercises supervision over non-classified, student, and hourly
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

BASIC FUNCTION: Plan and manage the development, implementation, and support of college-wide enterprise reporting system (Argos). Design, maintain support and enhance a reporting infrastructure and information systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
Plan and manage the development, implementation, and support of a new college-wide enterprise

reporting system (Argos), including but not limited to the analysis, design, and development of reporting standards, etc.

Develop and document data management and college-wide reporting protocols. Ensure that reporting requirements and established standards are adhered to by the college community.

Coordinate, consult, and collaborate with faculty and staff to continuously assess and enhance college-wide data management and data reporting methods.

Coordinate with the IT Department to ensure optimal use of ODS and Argos reporting (including but not limited to articulating additional ODS requirements, security, and system interfaces).

Troubleshoot application problems and failures and collaborate with functional users and vendors to find and implement resolutions.

Oversee the resolution of Argos system problems and work with IT and users to resolve issues.

In coordination with IT and users, evaluate new product versions and recommend upgrade schedules.

Supervise, train and review the performance of employees on this team.

Provide consultative technical guidance to colleagues.

Develop and modify technical documentation to support application maintenance and operations.

Evaluate the requirements of users, develop specifications to meet these requirements, develop or assign projects to staff as needed, and manage the status of all projects assigned.

Establish and manage college-wide Argos Reporting Team and coordinate user groups to effectively meet reporting needs of the institution.

In consultation with data custodians, develop efficient data blocks to be used for reporting within departments.

With the Director, design and implement a reporting infrastructure for the Information Technology department.

Design, develop, manage, and maintain established data extracts necessary to support the ongoing data requirements for institutional reporting.

Perform varied research and analysis tasks to support the college administration and process internal and external requests for institutional data.

Other related duties as required.

LICENSES, TOOLS AND EQUIPMENT:
Various office equipment which may include computers and peripheral devices, such as printers and scanners, etc. 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 in Computer Science, MIS, or a closely related field is required; or an Associate's Degree plus 9 years of significant programming and analysis experience is required.

A minimum of three (5) years' experience with relational databases with thorough competence in Oracle SQL, including Oracle Packages, PL/SQL, Procedures and Functions, and relational data models required.

A minimum of three (3) years' experience in a higher education environment required.

Experience with large scale, enterprise wide database applications is required; Ellucian Banner or Peoplesoft and Argos reporting is preferred.

Extensive internal consulting engaging with end users to solve functional problems required.

Significant experience with a report writing tool like Argos, Crystal Reports or Cognos preferred.

Knowledge of large data collection management, analysis, and reporting systems in higher education and demonstrated experience with the implementation of best practices using these systems is required.

Prior experience as a manager in a technical environment preferred.

Excellent communication, planning, and organizational skills; ability to lead cross-functional teams effectively; work effectively with people from varying degrees of technical ability; manage multiple short-term and long-term projects independently and simultaneously.

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