



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

<b>POSITION:</b>	Senior Technical Programmer (System Administrator Windows)
<b>LOCATION:</b>	Information Technology Initially located on the Warwick Campus
<b>REPORTS TO:</b>	Manager-Systems Development
<b>GRADE:</b>	CCRIPSA 14
<b>WORK SCHEDULE:</b>	Non Standard; 35 hours per week
<b>SUPERVISES:</b>	May exercise supervision over non-classified, classified, and student employees. Supervise project or task related assignments of Information Technology personnel performing duties within the Technical Support area.

**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:**

To perform system administration functions on servers including both Windows and Linux machines. Primary duties include, but not limited to email administration, and printer server administrator, active directory administration, user administration and provisioning services. Participate in proactive projects pertaining to systems and operations.

## **DUTIES AND RESPONSIBILITIES:**

- Perform system administration functions on centralized servers including system maintenance (e.g. queue management), software installation and configuration, system configuration, file sharing and performance management on Windows and Linux/Unix servers.
- Assist with printer issues relating to print server and printer management systems.
- Perform day-to-day and proactive procedures on CCRI email system, including backend servers, email gateways, student O365 email, email archiving.
- User provisioning, create and maintain GPO's, day-to-day and proactive Active Directory administration.
- Manage configuration and performance of system and network services.
- Install, upgrade and troubleshoot server hardware, operating systems, applications and system software. Perform system and application upgrades and patching as required off hours.
- Analyze system and network performance, including storage devices, memory, CPU utilization and network bandwidth.
- Collect and report statistics on system and network utilization.
- Write, maintain, and document programs, scripts, and procedures to automate systems management functions, such as user account maintenance and performance management, system backups, software distribution, and security.
- Provide specialized technical assistance in the planning and development of new projects and systems including researching and recommending new technologies, equipment, network protocols and services, and operating systems.
- Participate in projects to integrate new technologies including installing, configuring, and testing new hardware and software.
- Monitor system security and help maintain and improve security practices to protect data and systems and respond to automated system alerts.
- Stay informed about the current state of and future advances in microcomputer hardware and operating systems, server hardware and operating systems, and system software. Adapt to and administer new technologies as they are brought into the environment.
- Provide backup for duties of other Senior Technical Programmers and other staff members within the Technical Support area. Assist with daily computer operations as necessary.
- Assist with operating system configuration and upgrades of desktop computers to ensure consistency across the college.
- Perform system and application upgrades and patching as required off hours.
- Troubleshoot server related issues as necessary.
- Engage and work trouble tickets with vendors as necessary.
- Work with HelpDesk to resolve day to day issues as they relate to IT operations.
- Respond to technical emergencies outside of normal working hours as needed.
- Other related duties as required.

## **LICENSES, TOOLS AND EQUIPMENT:**

Computers and peripheral devices, such as printers and scanners.

## **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 4 years of significant systems administration experience is required; **or** Certifications in preferred technologies plus 8 years of related systems administration experience is required.
- Demonstrated experience in the use, support, administration and troubleshooting of Windows Server operating systems is required; related experience in a Unix environment is preferred; experience in a higher education environment is preferred.
- Demonstrated experience with Active Directory required.
- Demonstrated ability to work with scripting languages required.
- Demonstrated experience performing operating system upgrades, managing multiple Windows servers and domains, and utilizing performance monitoring tools required.
- Demonstrated experience with TCP/IP required; working knowledge of network equipment required.
- Demonstrated capacity for self-directed learning is required.
- Ability to estimate and complete tasks on target.
- Excellent analytical, organizational and communication skills required.
- Ability to work independently on multiple assignments and to work collaboratively within a team required.
- Ability to work with and adapt to new technologies as they are brought into the environment.

## **PREFERRED QUALIFICATIONS:**

Experience using:

- Microsoft Exchange, Microsoft O365, Fortimail Mail Gateway, Source One Email Archiving
- Microsoft Lync Server
- VMWare
- Cisco UCS Servers
- Microsoft Windows 2003, 2008, 2012 Server
- Oracle / Red Hat Linux
- Equitrac Print Management System
- Microsoft Active Directory and NTFS security
- Microsoft ADFS authentication services
- Microsoft FIM (Forefront Identity Manager)
- Windows Powershell Scripting
- Microsoft O365 hosted services

## **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](mailto: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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