



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

<b>TITLE:</b>	Senior Technical Programmer
<b>LOCATION:</b>	Information Technology, Warwick Campus
<b>REPORTS TO:</b>	Manager, Technical Support
<b>GRADE &amp; SALARY:</b>	CCRIPSA 14; Salary range begins at \$ \$XXXXXXX Salary commensurate with education and experience
<b>WORK SCHEDULE:</b>	Nonstandard, 35 hours per week
<b>SUPERVISES:</b>	May exercise supervision over non-classified, classified, and Student employees. Supervises project or task related assignments of Information Technology personnel performing duties within the Technical Support area.
<b>ABOUT CCRI:</b>	

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:**

Performs system administration functions on centralized servers.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Perform system administration functions on centralized servers including system maintenance (e.g. queue management), software installation and configuration, system configuration, file and printer sharing and performance management.
- Manage the configuration and performance of system and network services including but not limited to active directory, web server, FTP server, SNA server, DNS server, DHCP server, antivirus distribution and backup services.
- Install, upgrade and troubleshoot server hardware, operating systems, applications and system software.
- Analyze system and network performance, including storage devices, memory and 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, testing and implementing new hardware and software.
- Provide backup for duties of other Senior Technical Programmers and other staff members within the Technical Support area.
- Additional responsibilities as directed by the supervisor consistent with rank and position.
- Monitor system security and help maintain and improve security practices to protect data and systems.
- Stays informed about the current state of and future advances in: microcomputer hardware and operating systems; server hardware, peripherals and operating systems; system software; and networking principles and components.
- Respond to technical emergencies outside of normal working hours as needed.

## **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 a Microsoft Certified System Administrator (MCSA) or System Engineer (MCSE) credential plus 8 years of related systems administration experience is required.
- A minimum of 5 years' experience in the use, support, and administration and troubleshooting of Unix operating systems is required; a working knowledge of Tru64 Unix and Windows Server is preferred; experience in a higher education environment is preferred.
- Demonstrated experience performing operating system upgrades, managing multiple servers and domains, and utilizing performance monitoring tools is required.

- Demonstrated experience with TCP/IP is required; working knowledge of network equipment including hubs, switches and routers is preferred.
- Demonstrated ability to communicate effectively with people of varying degrees of technical ability is required.
- Demonstrated capacity for self-directed learning is required.
- Demonstrated ability to work effectively and collegially with colleagues required.
- Demonstrated logical, analytical, and problem-solving skills are required.
- Excellent, organizational and communication skills required.
- Ability to work independently on multiple assignments and to work collaboratively within a team 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](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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### **Knight Campus**

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