



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Senior Programmer Analyst
LOCATION:	Information Technology Department
REPORTS TO:	Director of Management Information Systems
GRADE:	CCRIPSA 12
WORK SCHEDULE:	Non Standard; 35 hours per week
SUPERVISES:	May exercise supervision over non-classified, classified, 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:

Develop and maintain programs within the College's information systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop and modify applications, reports based on defined specifications with little direct supervision.
- Troubleshoot application problems and failures and work to resolve issues.
- Provide assistance to projects that support the implementation of college wide information systems in collaboration with functional users.
- Develop and modify technical documentation to support application maintenance, operations and end-user training.
- Provide training and support for information systems to faculty, staff, and students.
- Additional responsibilities as directed by the supervisor consistent with rank and position.
- Work with programmers and other team members to test applications.
- Work with Business users to provide solutions and to complete requests

- Provide technical assistance to user areas
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.

OTHER DUTIES AND RESPONSIBILITIES:

- Perform all duties and responsibilities with minimal supervision.
- Perform duties of Programmer Analyst as required.
- Respond to technical emergencies outside of normal working hours as needed.
- Keep up with changes in software development tools and techniques, programming languages, web development, and vendor supplied information systems for higher education.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

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 is required; OR an Associate's Degree plus four (4) years of relevant programming experience is required; OR an Information Systems Certified Professional plus eight (8) years of relevant programming experience is required.
- A minimum of three (3) years of application development experience; working on complex applications in a higher education environment is preferred.
- Demonstrated ability to communicate effectively with people of varying degrees of technical ability is required.
- Demonstrated ability to communicate effectively and collegially with colleagues is required.
- Demonstrated logical, analytical, and problem-solving skills are required.
- Demonstrated capacity for self-directed learning is required.
- Excellent organizational and communication skills are required.
- Ability to supervise and manage others productively.
- Ability to work independently on multiple assignments and to work collaboratively within a team is required.
- Experience with Ellucian Banner ERP software (Finance, Financial Aid, Student or Human Resources) is preferred.
- Experience with data warehouse technologies is preferred
- Experience with PL/SQL is 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

400 East Avenue, Warwick, RI 02886-1807 P: 401.825.2311 F: 401.825.2345