



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Director, Operations
LOCATION:	Information Technology
REPORTS TO:	Chief Information Officer
GRADE & SALARY:	BOE 16
WORK SCHEDULE:	Non-standard, 35 hours per week.
SUPERVISES:	Exercises supervision over non-classified, classified, 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>

BASIC FUNCTION:

Plan, implement, and manage all operations and server support activities at the College.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage the implementation, maintenance, and support of the operations and server support activities for the College.
- Develop and maintain a program of proactive system administration.
- Provide leadership, management, and training of operations personnel.

- Perform short and long term capacity planning including planned computer hardware replacements as well as recommendations to ensure adequate power and appropriate temperature in the data centers.
- Develop strategic partnership with other IT Directors; keep abreast of projects and help to coordinate and prioritize workflow.
- Working with IT Directors and CIO, develop and manage budget as it relates to the IT operations area and the strategic plan.
- Plan and implement upgrades to all supported operating systems and system software for all centralized minicomputers and servers.
- Manage strategic and tactical planning, development, evaluation, and coordination of the information technology systems.
- Negotiate and maintain contracts for equipment purchase, equipment repair, and system software purchase and maintenance.
- Manage security on all minicomputers and servers and collaborate with Information Technology personnel to maintain user authorization databases.
- Participate in projects to integrate new technologies including installing, configuring, and testing new hardware and software.
- Respond to technical emergencies outside of normal working hours as needed.
- Research and recommend new technologies; provide direction on system transitions and conversions to new technologies; assist with technology acquisitions; train staff.
- Stay informed about the current state of and future advances in server hardware and operating systems, storage area networks, peripheral equipment, security and system software.
- Perform other duties as assigned

LICENSES, TOOLS AND EQUIPMENT:

Mainframe and personal computer hardware and software, as well as peripherals.
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 plus five years of significant experience with system administration is required; or an Associate's Degree plus nine years of significant experience with system administration is required; degree in Computer Science, MIS or a closely related field is preferred, or equivalent combination of post-secondary education, experience, training and licenses required.
- Five years of experience planning and managing systems in a medium to large environment is required; in a higher education environment preferred.
- Demonstrated system management experience with Unix and Windows Server is required; Windows 2003 Server and Solaris preferred.
- Demonstrated experience with the following is required: performing operating system upgrades; managing enterprise email, anti-spam, and calendaring systems; managing a storage area network (SAN); and utilizing performance monitoring software.
- Demonstrated experience developing Unix shell scripts is required; programming experience in a structured high-level language in a systems administration environment including Perl or C is preferred.
- A working knowledge of TCP/IP and Fiber Channel networks, DNS and DHCP, information

security including system hardening, log analysis, intrusion detection, and vulnerability scanning is preferred.

- Demonstrated capacity for self-directed learning is required.
- Demonstrated ability to work effectively and collegially with colleagues is required.
- Excellent analytical, organizational and communication skills are required.
- Ability to work independently on multiple assignments and to work collaboratively within a team 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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