CCRi

COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION: Lead Information Technologist (Configuration Management Administrator)

LOCATION: Information Technology

GRADE: CCRIPSA 14

REPORTS TO: Manager of Technical Support

SUPERVISES: Supervises classified, non-classified, part time and student employees

WORK SCHEDULE: Non-Standard; 35 hours per week

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:

Plan, organize, implement, and control the information technology activities of project and/or project team as it relates to technology solutions for faculty and staff. Provide leadership, direction, and training to other staff members. Manage desktop configuration and software distribution. Work independently and requires only general supervision.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Perform the collection, analysis, and reporting of operation data to maintain compliance to developed standards.
- Create scripts to automate tasks that pertain to desktop configuration.
- Execute remote delivery of user requested software.
- Create Active Directory Group Policies to maintain Windows End Points.

- Microsoft SCCM administration including Windows and Office security updates and application package creation and deployments.
- JAMF administration including MacOS and Office security updates and application package creation and deployments
- Assist departments with the design, setup and maintenance of departmental computer laboratories.
- Utilize tools, such as, MDT/SCCM/JAMF, to perform a variety of technical tasks, such as imaging a large number of computers prior to installation.
- Create and maintain technical manuals and user documentation for supported hardware and software in addition to documenting workflows.
- Administer the configuration of desktop pools and maintain virtual machines using software such as, VMWare Horizon, where appropriate, in various labs and courses.
- Maintain the integrity of workstations by using tools like DeepFreeze, Unified Write Filter, and/or Group Policy.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

OTHER DUTIES & RESPONSIBILITIES:

- Other duties as assigned by the Manager of Technical Support.
- Possess and maintain knowledge of current hardware and software system capabilities and limitations.
- Stay informed about the current state of and future advances in computer hardware and software.
- Part of the incident response team

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.
- Must be able to push, lift, carry, and/or use the above equipment.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Computer Science, Computer Engineering or a related field is required; OR, an Associate's Degree in a related field with two years' relevant experience in an information technology position required, preferably in a higher education environment.
- Experience operating and maintaining Microsoft MDT & SCCM and/or MacOS & JAMF environments required.
- Experience customizing Windows for end user deployment using Group Policy, SYSPREP, and other related utilities required
- Experience working in VMware's vCenter environment and utilizing vCenter for management of VMs preferred.
- Experience working independently on multiple assignments and working collaboratively within a team is required.
- Working knowledge of virtualization technologies including VMWare ESXi preferred.
- Working knowledge of Active Directory is required.
- Working knowledge of IPv4 networking is required.
- Strong interpersonal skills and ability to work effectively and collegially with faculty, administrators, students, and colleagues is required.

- Must be available to work a non-standard schedule in order to fulfill assigned duties and responsibilities and respond to technical emergencies outside of working hours as needed.

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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