POSITION DESCRIPTION

POSITION: TRIO Technical Support Specialist

LOCATION: Travel between CCRI Campuses

APPOINTMENT: Permanent

SALARY: PSA 09

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:

Under the direction and supervision of the Director of the Educational Opportunity Center and the Access/SSS Program, the TRIO Tech Support will provide technical support for all internal technical needs, including, but not limited to: evaluating technical needs in the way of hardware and software and being able to develop elegant solutions for project needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Training/Support:
• Understand the use and operation of different technology.
• Provide technical assistance, support and training to director and all staff in use of equipment and software packages as necessary.

☐ Assist staff in the development of college success Blackboard modules for implementation with students.
☐ Ensure ADA/504 or accessibility in designing and implementing tech-based services/platforms.

Inventory/Maintenance:
- Maintain inventory of all supplies and equipment and conduct routine inventory updates.
- Provide recommendations for budgeting and purchase of software an equipment that will aid in the carrying out of project duties.
- Ensure that materials are maintained in keeping with college and program policies and procedures.
- Serve as a liaison to the IT Help Desk to ensure proper maintenance of all technology.
- Maintain record of repairs required and completed.
- Interface with equipment manufacturers when appropriate regarding equipment troubleshooting and system problems.
- Stay abreast of technology (hardware/software) innovations that could be implemented in the TRIO programs
- Participate in technical training as necessary and available.

Departmental Support:
- Assist with special projects or initiatives as needed, including project planning.
- Assist with collection of data for reports to college, state, or federal agency (Department of Education) on program performance.
- Assist with data collection to establish the needs of the target community and project participants.
- Provide support to programs to develop workflows that will facilitate performance or required services for staff and students.
- Perform other related duties as required.
- Provide clerical support as needed including answering phones, making appointment and assisting students and internal and external staff with general questions.
- Program website design/maintenance.

Mission/Student Success:
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively in a diverse, fast paced, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences.

The most suitably qualified candidate will possess the following competencies:
- Ability to learn new software and hardware quickly and independently.
- Ability to implement and instruct staff on new hardware and software.
- Ability to assess, troubleshoot, and fix equipment failures in a timely fashion.
- Ability to maintain confidentiality regarding job assignments and sensitive issues.
- Ability to work with internal and external individuals from different disciplines and different levels of training.
- Strong written and verbal communication skills.

- Self-motivated and ability to work effectively in team environment.
- Flexible and adaptable in a dynamic environment; able to work evenings/weekends on as needed basis. Excellent organizational skills.
- Knowledge of audio/video equipment and software for recording, duplication, mixing and editing is a plus.
- Must be proficient in MS software applications including MS Outlook, Word, Excel, SharePoint, OneDrive, and PowerPoint as well as Internet and database applications.

QUALIFICATIONS:

- Associate's degree in technology or fields that require an extensive knowledge base of technology is required. Bachelor's degree preferred in fields related to project management and planning or technology.
- Must have demonstrated ability in connecting the technology to the performance of program services.
- Must be able to independently move equipment (less than 25 lbs.).

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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