POSITION DESCRIPTION

POSITION: Lead Information Technologist

LOCATION: Information Technology

GRADE: CCRIPSA 14

REPORTS TO: Director of Academic Support

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

WORK SCHEDULE: Non-standard; 35 hours per week

BASIC FUNCTION:
Coordinate the day-to-day information technology activities of the Classroom Support staff on all CCRI campuses (activities related to computers, audio and video equipment in classrooms, conference rooms, video conferencing facilities and associated functions). Provide support for video conferencing technologies and audio, video, and multimedia hardware and software. Schedule and assign personnel; provide leadership, direction, and training to staff members.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Coordinate the day-to-day operation of the Classroom Support staff on all CCRI campuses (activities related to computers, audio and video equipment in classrooms, conference rooms, video conferencing facilities and associated functions).

2. Evaluate and analyze customer requirements for services. Provide support for a variety of audio, video, and multimedia hardware and software including but not limited to: video projectors, VCRs, CD and DVD players, TVs, camcorders, digital cameras, sound systems, microphones, and video editing hardware and software and computers.

3. Schedule, assign, supervise and instruct classified, non-classified, part-time, and student employees of the Classroom Support staff. Responsible for coverage during employee absences and time/leave reporting.

4. Instruct staff and student employees in the delivery, set up and retrieval of audio, video, and multimedia hardware and software for instructional and college related events at all campuses.

5. Deliver equipment as needed.

6. Supervise routine preventative maintenance and minor repair of audio, video, and multimedia hardware and coordinate third party repairs.
7. Assist the Manager of User Services with establishing operating procedures and coordinate staff scheduling, user training, technical support, vendor maintenance and promoting effective uses of the facilities.

8. Create, maintain and update training manuals and user documentation for supported hardware and software.

9. Assist with development of and conducting training programs (mini-courses, workshops, seminars, lectures, and demonstrations) for faculty, staff and students.

10. Write articles pertaining to areas of expertise for the Information Technology newsletter and web pages.

11. Additional responsibilities as directed by the supervisor consistent with rank and position.

OTHER DUTIES AND RESPONSIBILITIES:

1. Stays informed about the current state of and future advances in technology including computers, projectors, videoconferencing, audio and video equipment and multimedia creation and dissemination.

2. Recommends new support systems and hardware and software technologies based on analysis of user needs.

LICENSES, TOOLS AND EQUIPMENT:

PictureTel/Polycom codecs, electronic whiteboards, document cameras, computers and other peripheral devices, video projectors, VCRs, TVs, camcorders, digital cameras, microphones, and video editing hardware and software.

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. May be required to work outdoors during the course of a video production. Close visual work required.

QUALIFICATIONS:

Bachelor's Degree and minimum of 4 years of relevant experience required; or any combination of education and experience that is substantially equivalent. Master’s degree in Instructional Technology preferred. Demonstrated experience in the support of audio, video, and multimedia equipment and instructional software required. Must be available to work a non-standard schedule in order to fulfill assigned duties and responsibilities. Experience with teaching classes, supervising and providing help desk services in higher education is preferred. Experience in technical writing preferred. Excellent communication skills required. Excellent analytical and organizational skills required. Strong interpersonal skills and ability to work effectively and collegially with faculty, administrators, students, and colleagues required. Strong supervisory skills required. Demonstrated ability to work independently on multiple assignments and to work collaboratively within a team required. Knowledge of teaching techniques and methods of college organization and administration preferred.

CCRI is an Equal Opportunity / Diversity Employer.
All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.