POSITION DESCRIPTION

POSITION: Senior Information Technologist

LOCATION: Department of Information Technology

REPORTS TO: Manager, User Services, Help Desk and Desktop Support

GRADE: 12

WORK SCHEDULE: 35 hours per week, Monday – Friday, 8:00 a.m. – 4:00 p.m.

SUPERVISES: May exercise supervision over classified, non-classified, part time and student employees.

BASIC FUNCTION: Implements technology solutions including installation and configuration of systems and provides support for faculty and staff desktop and departmental lab computers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Implements technology solutions including installing and configuring operating systems, application software and peripheral devices for faculty and staff.
- Installs, configures, maintains and repairs computers and peripheral devices in labs and classrooms.
- Coordinates a variety technology projects including the IT Center and adaptive technology needs of the College.
- Utilizes tools, such as Norton Ghost, to perform a variety of technical tasks, such as imaging a large number of computers prior to installation.
- Troubleshoots and resolves hardware, software and network related problems with computers and peripheral devices, such as printers and scanners.
- Assists with monitoring the IT Help Desk problem tracking system to ensure that end user questions are answered or forwarded to an appropriate staff member.
- Provides end user support for faculty, staff and students on supported hardware and software to resolve technology questions and problems received through the IT Help Desk. Support may be provided over the phone, as one-on-one consulting or in the computing labs.
Creates and maintains manuals and user documentation for supported hardware and software.

Analyzes the technology needs of a department or area and recommends appropriate solutions.

Assists in developing and conducting training programs, seminars, lectures, and demonstrations.

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

OTHER DUTIES AND RESPONSIBILITIES:

Stays informed about the current state of and future advances in microcomputer technology, desktop operating systems, and software applications.

Recommends new support systems based on analysis of user needs.

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.

QUALIFICATIONS:

- Bachelor's Degree and a minimum of 2 years of related experience required; related experience in a higher education environment preferred.

- Demonstrated experience in the use, support and troubleshooting of Windows 2000 operating systems, Microsoft Office 2000, and Internet Explorer required; working knowledge of Windows XP and Office XP preferred.

- Demonstrated experience developing web pages and working knowledge of HTML required; working knowledge of Front Page preferred.

- Working knowledge of Microsoft Access preferred.

- Demonstrated ability to work independently on multiple assignments and collaboratively within a team required.

- Demonstrated experience in technical writing preferred.
• Excellent analytical, organizational and communication skills required.

• Excellent interpersonal skills and the ability to work effectively and collegially with faculty, staff, students, and colleagues required.

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Any individual with a disability who requires assistance in the application process should contact CCRI at (401) 455-6011 prior to the close of the application period. TTY: (401) 825-2313.
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.

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