



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Customer Relationship Manager (CRM) Architect
<b>POSITION NO.</b>	503010
<b>LOCATION</b>	Warwick Campus
<b>REPORTS TO</b>	Director of Enterprise Applications
<b>GRADE</b>	PSA 15
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week
<b>SUPERVISION</b>	Does this position supervise others
<b>LIMITATION (if applicable)</b>	Subject to renewal after annual review.
<b>REVISION DATE</b>	November 2024

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**JOB SUMMARY:**

**This position is limited to June 30, 2025. Subject to renewal.**

Lead the design, selection, development, implementation and maintenance of complex Information technology projects or strategic initiatives to solve problems, Specifically, a customer relation management (CRM) platform which will Initially service Student Affairs, Advancement, Workplace Solutions, and Marketing & Communications.

Collaborate within IT and across college departments to coordinate and provide support to customers and partners on all aspects of projects and service delivery Including requirements gathering, technical specifications, request for proposals, vendor evaluation and selection, solution design, Implementation, data management, and training.

**DUTIES AND RESPONSIBILITIES:**

- Perform the full range of the project management lifecycle: discovery, initialing, planning, executing, monitoring, controlling, and closing
- Architect a CRM solution that efficiently meets the needs of the customer and fits well within the college's systems
- Design, develop, maintain, and Iterate systems and processes that provide accessible and effective user experiences
- Serve as expert regarding scope and project objectives, solution's value and technology, as well as the single point of contact for facilitation and communication of project goals, deliverables, and schedules
- Coordinate with the necessary team members to plan and Implement CRM based projects and professional development programs for the campus community on the tools and services provided
- Coordinate user groups to define departmental and Institutional needs
- Prepare analyses and/or feasibility studies of new and proposed systems
- Provide impact analysis and Integration needs with other systems, functional workflows, departmental tasks
- Responsible for assembling project team, assigning Individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure timely completion of project
- Ensure work completion within schedule, budgetary and design constraints. Manage grant reporting and budgeting
- Develop training programs and materials and provide hands-on support and training
- Work with initiative, creativity, and attention to detail, and require only general supervision
- Stay current and research emerging and Innovative new technologies and make recommendations about new tools, maintaining a knowledge of assigned current tools and systems
- Keep abreast of current accessibility laws and policies as relates to the tools and training programs
- Manage vendors and vendor deliverables
- Work across numerous programs and divisions of the College, communicate effectively with less technically oriented functional area staff
- Work both collaboratively and independently, analyze and troubleshoot issues
- Attain highly specialized knowledge of a specific technology

- Maintain proficiency In IT skills for assigned systems, systems analysis and project control tools and techniques and Industry trends and terminology used to develop and deliver systems
- Maintain a high level of understanding of campus trends and needs
- Flexibility to change priorities quickly and as needed based on changing campus priorities, as well as the flexibility to learn new emerging tools as they are launched and evaluate campus potential
- Other duties as needed in a fast-paced environment in which technology changes rapidly

**LICENSES, TOOLS, AND EQUIPMENT:**

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Bachelor's degree
- 3 to 5 years demonstrated project leadership or project management experience
- 3 to 5 years demonstrated experience with CRM platforms
- Demonstrated attention to detail, critical thinking and problem-solving skills
- Demonstrated strong communication skills, including written, verbal and interpersonal skills
- Demonstrated understanding of information technology procedures and practices
- Demonstrated knowledge of Information technology (I.e., applications, processes, software, hardware, and equipment)
- Demonstrated ability to work with technical teams and nontechnical stakeholders
- Demonstrated customer service skills and ability to work independently
- Demonstrated experience in project leadership and organization and experience in technical communication
- Demonstrated ability to adhere to institutional policies, plans, objectives, rules and regulations, and standards
- Demonstrated ability to work with diverse groups/populations

**PREFERRED QUALIFICATIONS:**

- Master's degree
- Demonstrated experience in higher education

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.