



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Lead Information Technologist
POSITION NO.	502456
LOCATION	Department of Information Technology
REPORTS TO	Manager of User Services, Instructional Support
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISES:	May exercise supervision over professional and support staff as well as student employees.
REVISION DATE	03/05/2024

JOB SUMMARY:

The Lead Information Technologist leads the adoption of new and existing instructional technologies at the college and assists faculty and staff in utilizing technology to enhance instruction and student outcomes. This position facilitates technology-rich teaching and learning by providing evaluation and technical support related to the College's online learning management system and eLearning technologies for online, hybrid, and in-person courses. This includes, but not limited to, assisting in the administration, monitoring, and troubleshooting of CCRI's streaming and lecture capture (Medial), integrated LMS campaign and communication system (e.g., Impact), and integrated 3rd party conferencing and collaboration systems (e.g., Collaborate, VoiceThread).

DUTIES AND RESPONSIBILITIES:

GENERAL RESPONSIBILITIES:

- Spearhead instructional technology adoption and assist faculty of varying skill levels in the development and implementation of online, hybrid, and classroom courses
- Support the use of the college's LMS and integrated applications that facilitate digital learning across the curriculum, including online, hybrid, and classroom instruction
- Assist faculty in the use of the college's Learning Management System, Lecture Capture System, Web Conferencing and Collaboration applications, accessibility product, and Enterprise Video System
- Provide tier 3 eLearning technical support for faculty, students, and staff; utilize the IT Helpdesk ticketing system to route problems to appropriate Online Learning & Technology staff
- Lead administration, monitoring, and troubleshooting of CCRI's LMS and various other systems such as but not limited to, audio and video streaming, lecture capture, and communication and collaboration products
- Provide support to faculty, staff, and students in using various instructional technologies, such as but not limited to, LMS audio and video streaming, lecture capture, communication, and collaboration LMS integrations
- Work with faculty on the creation and implementation of learning technologies and the development of instructional content used to support online, blended, and face-to-face courses
- Assess the instructional needs of faculty and identify application solutions to enhance learning
- Design, develop, and conduct training workshops, webinars, seminars, and consultations for faculty on supported technologies and new initiatives in instructional technology and evaluate the effectiveness of training
- Create training materials to accommodate self-learners and provide documentation on supported technologies for faculty and students
- Lead in developing web-based and multimedia instructional materials to support teaching and learning
- Create new content, update and maintain Instructional Technology website content
- Advise faculty on the appropriate use of technology in instruction, including instructional design principles
- Assess the instructional needs of faculty and determine application solution that will support the integration of digital content into the teaching and learning environment and offer media rich suggestions
- Participate in quality assurance review of online courses and recommended changes
- Provide technical support for online learning instructional initiatives to improve learning outcomes, facilitate technology-rich teaching, and advance curricular innovation

- Lead the discovery, evaluation, selection, testing, implementation, and use of emerging technologies that have potential value for teaching and learning. Collaborate with IT staff to finalize computer image applications to be used in the Centers for Instruction & Technology
- Stays informed about the current state of and future advances in instructional and multimedia technology-eLearning applications, and digital media creation/delivery
- Research and evaluate new and emerging instructional web technologies to enhance learning
- Foster collaboration models within departments and across campuses for faculty to share experience and ideas in the field of learning technologies
- 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 related duties as required

MEDIAL ADMINISTRATOR DAILY AND QUARTERLY RESPONSIBILITIES

System Administration:

- Manage user accounts, permissions and system configurations
- Oversee the Medial-Blackboard integration, including transitioning from the building block to LTI compatibility
- Ensure system updates align with LMS requirements and address compatibility issues

Captioning Management:

- Process and approve captioning requests to meet accessibility standards (e.g., WCAG)
- Prioritize requests with faculty and monitor captioning tasks to ensure timely completion

Technical Support:

- Review daily error reports and resolve technical issues with uploads, playback, or LMS integration
- Escalate unresolved issues to Medial support, keeping stakeholders informed

User Training Support:

- Create and maintain Knowledge Base (KB) articles, ticket templates, user guides, and video tutorials
- Deliver workshops, drop-in sessions, and one-on-one support for faculty on managing video content

Communication and Updates:

- Inform users about system updates and feature changes via email campaigns, workshops, and KP resources
- Collaborate with IT and faculty to test updates, manage storage, and address compatibility issues proactively

Data and Reporting:

- Monitor system usage, video storage, and captioning statistics
- Generate adoption, compliance, and performance reports to guide strategic decisions

Sunsetting Planning and Execution:

- Lead planning for Medial's Blackboard integration sunset, including identifying alternative platforms like Panopto or Kalura
- Develop and execute migration strategies, ensuring minimal disruption and effective user training

Strategic Collaboration:

- Partner with IT instructional designers, and academic leadership to align Medial usage with institutional goals
- Facilitate task force meetings to explore and implement future video hosting solutions

VOICETHREAD ADMINISTRATOR DAILY AND QUARTERLY RESPONSIBILITIES

System Administration:

- Manage user accounts, roles, permissions, and LMS integration via LTI protocols
- Monitor storage usage and ensure compliance with accessibility, FERPA, and privacy standards

Technical Support:

- Provide technical support to faculty and students, escalating complex issues to VoiceThread support
- Troubleshoot content sharing, playback, and device compatibility issues

Training and Development:

- Create user guides, training materials, and FAQs
- Conduct workshops and one-on-one sessions to support effective VoiceThread integration in teaching

Data and Reporting:

- Track usage metrics and generate reports to evaluate adoption and effectiveness
- Collect user feedback to inform improvements and future planning

Compliance and Accessibility:

- Ensure VoiceThread content adheres to institutional policies and WCAG standards
- Oversee captioning tools and accessible content practices

Collaboration and Communication:

- Collaborate with faculty, IT, and instructional designers to align VoiceThread usage with institutional goals
- Act as the primary liaison with VoiceThread's vendor team for support and contract management

LMS AND VIDEO SYSTEM RFI DRAFTING (ONGOING PROJECTS)**LMS RFI:**

- Took ownership of revising and refining the LMS RFI initially drafted by the former director, restructuring its language to emphasize CCRI-specific needs and requirements
- Incorporated real-life use cases by gathering input from faculty to ensure vendor responses aligned with practical applications and instructional challenges
- Conducted comprehensive research on LMS vendors, evaluated third-party integrations (e.g., VoiceThread, Medial), and collaborated with IT and academic stakeholders to solidify the technical and instructional requirements

Video System RFI:

- Independently authored the Video System RFI to address the Medial Blackboard integration sunset, ensuring the document highlighted accessibility, scalability, and feature requirements critical to CCRI's instructional goals
- Facilitated stakeholder meetings to identify priorities, including alternative platforms (e.g., Panopto, Kalura), and integrated their feedback into the RFI
- Created a detailed, forward-looking RFI document that positioned CCRI to adopt a sustainable and robust video hosting solution

Strategic Impact:

- These RFIs align with Goal 3: Strengthen Institutional Effectiveness (Objective 3C) by ensuring CCRI adopts scalable, cost-effective, and innovative technology solutions to meet evolving institutional needs

LICENSES, TOOLS, AND EQUIPMENT:

Computers and peripheral devices, Mac, Win and Mobile OS, MS Office, Exchange, video and web conferencing, multimedia, learning management and lecture capture systems.

Courseware development in HTML, Flash, LibGuides, Comevo HP5 Camtasia, web authoring, desktop publishing and other applications (Adobe CS, Captivate, Articulate, etc.)

ENVIRONMENTAL CONDITIONS:

Must be able to push, lift, carry and/or use the above equipment. May be required to travel between all four campuses. Close visual work required.

REQUIRED QUALIFICATIONS:

- Bachelor's Degree in instructional technology, education, instructional design, or related field
- A minimum of five (5) years' experience working in instructional technology, teaching and learning with technology, or a directly related field
- Demonstrated extensive and advanced experience and knowledge of Blackboard Learn Ultra
- Blackboard and other LMS knowledge and experience
- Experience providing exceptional and effective customer services preferably in higher education
- Excellent analytical, organizational and communication skills
- Strong interpersonal skills and the ability to work effectively and collegially with faculty, administrators,

students, and colleagues

- Effective at problem solving and working on multiple assignments
- Able to interpret and adhere to institutional policies, plans, objectives, rules and regulations
- Available to work a non-standard schedule to fulfill assigned duties and responsibilities

PREFERRED QUALIFICATIONS:

- Master's Degree in Instructional Design, Instructional Technology, Information Technology, or Digital/Multimedia
- Three (3) years' experience or an equivalent combination of training and experience
- Experience with other LMS platforms
- Experience in the use of graphic and multimedia authoring software, website design and on-line course development
- Teaching experience preferably in higher education
- Experience evaluating products and preparing and presenting reports or presentations
- Software Developer skills/experience

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