



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Manager Technical Support System Administration
POSITION NO.	503001
LOCATION	Warwick Campus
REPORTS TO	Manager of Technical Support
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	October 2024

JOB SUMMARY:

Plan, organize, implement, and control the information technology activities of project and/or project team as it relates to technology solutions for faculty and staff. Provide leadership, direction, and training to other staff members. Manage desktop configuration and software distribution. Work independently and requires only general supervision.

DUTIES AND RESPONSIBILITIES:

- Perform the collection, analysis, and reporting of operation data to maintain compliance to developed standards
- Create scripts to automate tasks that pertain to desktop configuration
- Execute remote delivery of user requested software
- Create Active Directory Group Policies to maintain Windows End Points
- Microsoft SCCM administration including Windows and Office security updates and application package creation and deployments
- JAMF administration including MacOS and Office security updates and application package creation and deployments
- Assist departments with the design, setup and maintenance of departmental computer laboratories
- Utilize tools, such as, MDT/SCCM/JAMF, to perform a variety of technical tasks, such as imaging a large number of computers prior to installation
- Create and maintain technical manuals and user documentation for supported hardware and software in addition to documenting workflows
- Administer the configuration of desktop pools and maintain virtual machines using software such as, VMWare Horizon, where appropriate, in various labs and courses
- Maintain the integrity of workstations by using tools like DeepFreeze, Unified Write Filter, and/or Group Policy
- 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 DUTIES & RESPONSIBILITIES:

- Other duties as assigned by the Manager of Technical Support
- Possess and maintain knowledge of current hardware and software system capabilities and limitations
- Stay informed about the current state of and future advances in computer hardware and software
- Part of the incident response team

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Associate's Degree in a related field with two years' relevant experience in an information technology position, preferably in a higher education environment
- Experience operating and maintaining Microsoft MDT & SCCM and/or MacOS & JAMF environments
- Experience customizing Windows for end user deployment using Group Policy, SYSPREP, and other related utilities
- Experience working independently on multiple assignments and working collaboratively within a team
- Working knowledge of Active Directory
- Working knowledge of IPv4 networking
- Strong interpersonal skills and ability to work effectively and collegially with faculty, administrators, students, and colleagues
- Must be available to work a non-standard schedule in order to fulfill assigned duties and responsibilities and respond to technical emergencies outside of working hours as needed

PREFERRED QUALIFICATIONS:

- Bachelor's Degree in Computer Science, Computer Engineering or a related field
- Experience working in VMware's vCenter environment; and utilizing vCenter for management of VMs

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