



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Senior Information Technologist
POSITION NO.	501514
LOCATION	Warwick Campus
REPORTS TO	Technical Support Manager
GRADE	PSA 12
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Supervises classified, non-classified, part time and student employees
LIMITATION (if applicable)	
REVISION DATE	January 2025

JOB SUMMARY:

The Department of Information Technology provides modern, reliable and integrated technology systems and services to support the mission of the College. IT Customer Support is the primary point of contact for CCRI computing and offers a wide range of services for students, faculty and staff including help desk, audiovisual support, event support and technology training.

The Senior Information Technologist provides technology support to faculty, staff, students, and the college community in an efficient and accurate manner; offers help to end-users by providing direct assistance, information, documentation, training and personalized expert support; and coordinates escalation and problem resolution in collaboration with other Information Technology professionals

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- 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 student-centered environment with students of various learning styles, cultures, identities, and life-experiences

Customer Service:

- Provide excellent customer service, user support and automated help desk assistance
- Monitor the Help Desk tracking system to ensure that end-user service requests are answered in a timely fashion and/or assigned to an appropriate staff member
- Coordinate escalation and problem resolution in collaboration with other Information Technology professionals. Escalate problems to other support staff, as appropriate

Technical Knowledge and Computer Skills:

- Provide technology-related assistance to faculty, staff, and students via the telephone/WebEx/email/ticketing system/walk-in on supported hardware and software. Supported software includes but is not limited to: modern MS Windows and Macintosh operating systems, MS Office and MS Office365 applications (e.g., Word, Excel, PowerPoint, Outlook), MS Access, MS Teams, modern browsers, MyCCRI, Banner, Blackboard, Anti-Virus software, DUO and MS Authenticator for two-factor authentication, WebEx, Zoom, and department-specific applications
- Troubleshoot hardware and network-related problems on faculty/staff/e-classroom/lab desktops, including peripheral devices such as printers and scanners
- Assist end-users with mobile device connectivity to CCRI WiFi
- Assist in scheduling and presenting technology-related workshops and trainings for the CCRI community
- Ability to design and deliver engaging and effective training programs for students, faculty, and staff on a variety of IT systems, software applications, and hardware tools.
- Ability to manage multiple training sessions, track progress, and meet deadlines.
- Strong troubleshooting skills and the ability to assist learners with technical issues during and after training sessions
- Assist with administration of ITSM ticketing system

- Keep informed of state-of-the-art technologies and trends, desktop operating systems, and software applications

Communications Skills:

- Develop and maintain training materials, including manuals, slides, videos, and hands-on exercises, tailored to the needs of different users (beginner to advanced levels). Provide assistance to learners during training sessions and offer follow-up support to resolve any technical issues or challenges.
- Assist with the development and maintenance of the Department of Information Technology web site and other web-based documentation.
- Strong verbal and written communication skills with the ability to explain complex technical concepts to a diverse audience.
- Create, maintain, and update training manuals and user documentation for supported hardware and software for the IT web site and help desk ticketing system. Update training documentation for new Help Desk employees
- Deliver technology training in one-on-one and workshop settings

Supervision:

- Train, supervise, and schedule part-time staff and student workers assigned to the help desk

Departmental Support:

- Recommend new support systems based on analysis of user needs
- Compile summary information to be included in reports of the Department's activities
- To participate in IT related projects as needed
- Other duties as assigned

LICENSES, TOOLS, AND EQUIPMENT:**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Associate's Degree in a computer related field and a minimum 4 years of related experience; preferably in a higher education environment
- Demonstrated experience in IT Customer Service, in a fast paced and challenging environment
- Demonstrated experience in the use, support and troubleshooting of the most current version of Windows and Macintosh operating systems, Microsoft Office and Office 365, and browsers
- Demonstrated ability to work independently on multiple assignments and collaboratively within a team
- Excellent analytical, organizational and communication skills
- Excellent interpersonal skills and the ability to work effectively and collegially with faculty, staff, students, and colleagues

PREFERRED QUALIFICATIONS:

- Bachelor's Degree in a computer related field and a minimum of 2 years of related experience
- Working knowledge of ITSM principles and Help Desk ticketing systems
- Experience developing web pages and working knowledge of HTML
- Technical writing skills
- Working knowledge of student information systems (e.g., Banner) and learning management systems (e.g., Blackboard)
- Experience training one-on-one and groups
- Certification in IT training (e.g., CompTIA, Microsoft Certified Trainer).
- Experience with online learning platforms and virtual training tools (e.g., WebEx, Zoom, Microsoft Teams).
- Knowledge of educational technologies and Learning Management Systems (LMS).

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