



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Specialist Technical Support TRIO
POSITION NO.	501770
LOCATION	Warwick
REPORTS TO	Director TRIO Educational Opportunity
GRADE	PSA 09
WORK SCHEDULE	Non-Standard: 35 hours per week
REVISION DATE	October 2020

JOB SUMMARY:

Under the direction and supervision of the Director of the Educational Opportunity Center and the Access/SSS Program, the Coordinator – TRIO Systems & Technology will provide technical support for all internal technical needs, including, but not limited to: evaluating technical needs in the way of hardware and software and being able to develop elegant solutions for project needs.

This position will lead and support technical requirements reporting, design and pilot programs and organization processes. It will provide operational and project management support, training, assessment, and assistance with the resolution of applications and information issues.

DUTIES AND RESPONSIBILITIES:

Technical Support:

- Design, test and implement information systems and/or vendor application enhancements to increase staff efficiency and effectiveness.
- Using knowledge of programs (functional area), business processes, and technical expertise, identify, troubleshoot, analyze, and resolve problems, including collaboration with system technology experts, users, and/or application vendors.
- Determine best means of support through the effective use of technology and/or business process design. Coordinate and provide both direct support to staff with questions and issues as well as structural solutions for systems-level challenges.
- Identify training needs and research best practices to create training materials and manuals for staff to support effective usage of platforms including, but not limited to, Student Access CRM, Microsoft Bookings online scheduling and video conferencing tools.
- Setup and continually improve departmental intranets. Train staff on intranet usage and shared project management systems.
- Assist staff in the development of college success Blackboard modules for implementation with students.
- Co-organize and run virtual events and presentations for students including orientation and recognition events.
- Ensure technology and software is designed and utilized in ways that comply with ADA/504 legal requirements.

Operational Processes:

- Make recommendations regarding information systems, technology needs, configurations, dependencies and options; implement system changes and collaborate with staff to reach program objectives.
- Research and recommend software and hardware that will aid in meeting project duties. Provide information necessary to estimate costs for budgeting purposes.
- Research and submit complex requisitions and supporting documentation including blanket orders, single source and RFPs for technology related purchases. Convene and guide RFP committees. Act as a liaison to CCRI Business offices.
- Provide training and ongoing support to staff on college-wide and departmental purchasing procedures to ensure consistency. *As needed, intensive periods then a few times a month*
- Ensure that materials are maintained in keeping with college and program policies and procedures.

- Develop required specifications and use cases for technical systems. Review and document technology systems needs for reporting and vendor applications. *As needed, at least monthly*
- Assist with the development and implementation of departmental policies and procedures for utilization of Student Access, Microsoft Bookings and other student success applications. _
- Serve as a liaison to the IT Help Desk to ensure proper maintenance of all technology._
- Maintain record of repairs required and completed.
- Interface with equipment manufacturers when appropriate regarding equipment troubleshooting and system problems.
- Stay up-to-date about the latest (hardware/software) technology that could be used to improve the TRIO programs and suggest how to implement improvements.
- Participate in technical training as necessary and available.

Collaboration, Communication and Departmental Support:

- Assist with special projects or initiatives as needed, including project planning.
- Assist with collection of data for reports to college, state, or federal agency (Department of Education) on program performance.
- Participate in developing workshops and presentations delivered at orientations and workshops.
- Consult and collaborate with staff and student success application vendors to document, and analyze business processes and requirements.
- By organizing, coordinating, and teaching sessions for staff in multiple TRIO grant-funded projects, serve as lead trainer about the use of various platforms, new processes and resources available and their impact on student success and retention. Training includes how to use programs' CRM (Student Access), appointment software (Microsoft Bookings), video conferencing (Webex and Zoom), and other platforms.
- Assist with data collection to establish the needs of the target community and project participants.
- Provide support to programs to develop workflows that will facilitate performance or required services for staff and students.
- Perform other related duties as required.
- Design and maintain program websites and ensure they meet Web Content Accessibility Guidelines (WCAG) standards.

Mission/Student Success:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively in a diverse, fast paced, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree and an extensive knowledge base of technology are required.
- Must have demonstrated ability in connecting the technology to the performance of program services.
- Must be able to independently move equipment (less than 25 lbs.).

PREFERRED QUALIFICATIONS:

- Demonstrated experience with various technology systems used in higher education, including ERP systems, learning management systems and communication tools.
- Demonstrated experience developing and deploying ADA/504 and WCAG-compliant technical solutions.
- Strong analytical and problem-solving skills with the ability to understand complex business systems and processes.
- Ability to learn new software and hardware quickly and independently.
- Ability to implement and instruct staff on new hardware and software.
- Ability to assess, troubleshoot, and fix equipment failures in a timely fashion.
- Ability to maintain confidentiality regarding job assignments and sensitive issues.
- Ability to work with internal and external individuals from different disciplines and different levels of training.
- Strong written and verbal communication skills.
- Self-motivated and ability to work effectively in team environment.
- Flexible and adaptable in a dynamic environment; able to work evenings/weekends on as needed basis.

Excellent organizational skills.

- Knowledge of audio/video equipment and software for recording, duplication, mixing and editing is a plus.
- Must be proficient in MS software applications including MS Outlook, Word, Excel, SharePoint, OneDrive, and PowerPoint as well as Internet and database applications.

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