



**RHODE ISLAND COLLEGE  
JOB DESCRIPTION**

Position classification: PSA  
Date created or revised: 11/29/2022  
Exempt/Non-Exempt Status: Exempt  
Responsible individual: Yes  
Campus Security Authority: No

Title: Manager, User Support Services, Instructional Support  
Status: Full-time, continuing, 35 hours per week  
Grade: 15  
Union Affiliation: PSA@RIC (Professional Staff Association)  
Reports To: Director, User Support Services

**PRIMARY PURPOSE:**

The Manager of User Support Services, Instructional Support will plan and manage technology and college applications in support of instructional technologies. Support and administer the various college applications and design & provide necessary training related to these applications. The individual will also plan and manage technology and training services to support the integration of computing and information technologies across the curriculum of the college and to support the acquisition of information technology software, skills by faculty, staff, and students.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

Essential Job Functions:

- Provide leadership and supervision to the instructional support team. Coordinate with other areas of the Information Technology Services department as necessary.
- Administer the college's learning management system (LMS).
- Provide strategic, budget/fiscal and technology planning for instructional support initiatives.
- Manage the planning, development, implementation and support of all instructional technology training, end user consulting and other instructional support programs for faculty.
- Supervise the development, maintenance and accessibility of documentation for supported instructional technology tools.
- Provide instructional support to assist faculty members with the integration of technology into the curriculum, working closely with the Faculty Center for Teaching and Learning (FCTL).
- Manage the evaluation, selection, implementation and support of hardware and software applications, developmental tools, and technical innovations that support the learning environment.
- Participate in college committees and working groups to promote best practice use of information technology in administration and instruction.
- Collaborate with colleagues at other higher education institutions, external agencies and vendors on issues related to instructional technology.

Occasional Job Functions:

Perform other duties and responsibilities as assigned by the Director of User Support Services.

**REQUIRED QUALIFICATION STANDARDS:**

Education:

Bachelor's degree.

Experience:

Six years of experience in delivering computing, information, and instructional technology support services.

Skills, Knowledge and Abilities:

- In-depth knowledge of application software and hardware used to support a college environment.
- Ability to organize, coordinate & direct and assess support staff.
- Ability to interpret institutional policies, plans, objectives, rules and regulations and communicate the interpretation to others.
- Ability to communicate effectively (verbally and in writing) and possess strong interpersonal skills.
- Demonstrated continuous professional development.
- Strong customer service skills.
- Both technical and interpersonal problem-solving skills.
- Ability to translate concepts into technical solutions.
- Demonstrated understanding of the workflow and process requirements of business units related to applications.
- Demonstrated ability to provide outstanding customer service, be a good listener and work well with a diverse group of customers and IT.
- Demonstrated ability to be the subject matter expert in supporting, maintaining, and administering complex applications.
- Excellent problem solving/analytical skills, knowledge of analytical tools, and complex troubleshooting methods.
- Excellent verbal and written communication skills.

**PREFERRED:**

- Experience overseeing a learning management system.
- Master's degree in Instructional Technology, CS, CIS or related field.
- Teaching experience at the college/university level.
- Significant team leadership and/or supervisory experience in information technology.

**ENVIRONMENTAL CONDITIONS:**

The employee is not exposed to known adverse environmental conditions.

**The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.**

*As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*