



RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA
Date created or revised: 9/22/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Director, User Support Services
Status: 35 hours per week; non-standard
Grade: 17
Union Affiliation: PSA@RIC (Professional Staff Association)
Reports To: Assistant Vice President for Information Services

PRIMARY PURPOSE:

Plan, organize, manage, and deliver information technology to faculty, staff, and students, including desktop and mobile hardware and software, help desk support, infrastructure for teaching in classrooms, computer labs, online and multimedia services, and end-user training. Manage/supervise professional, classified, and student staff.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Oversee the management of information technology training, end-user consulting, help desk support, user documentation, the dissemination of information on the use of services and facilities, and the operation of computer labs and e-learning facilities at the College.
- In collaboration with academic administrators and faculty, plan, implement and support the integration of computing and information technologies into the curriculum and research and plan for, design, and outfit e-learning facilities.
- Plan, implement and support hardware and software training and consulting, web-based multimedia, audio and video conferencing, and applications for online teaching and collaboration.
- Evaluate, specify and procure related components for technology initiatives.
- Develop, and manage information technology-related bids, contracts, request for proposals and vendor relationships in support of information technology initiatives.
- Manage and participate in committees and working groups, etc. in support of information technology initiatives.
- Develop grants, funding and resources for information technology initiatives independently or in collaboration with faculty, staff, and students.
- Work cooperatively with other units in Information Services to advance the use of technology to achieve College goals.
- Participate, with senior college administrators, college information technology professionals, commercial technology providers and other Information Services directors, in the planning and development of the information services strategic direction for the College.
- Manage/supervise professional, classified, and student staff.

Occasional Job Functions:

Perform other duties as assigned by the Assistant Vice President for Information Services.

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree in CS, CIS, or equivalent.

Experience:

Seven years of experience in information technology, two years of which have been in a supervisory or management role.

Skills, Knowledge and Abilities:

- Competence with personal and mobile computing hardware, software and peripherals, network and server technology, and the uses of information technology in the support of instruction.
- Excellent interpersonal skills.
Excellent supervisory skills.
Excellent verbal/written communication skills,
Ability to work effectively and collegially with faculty, administrators, students and colleagues.
- Ability to work collaboratively in a team environment with other information technology professionals.
- Excellent analytical, organizational, communication and project management skills.

PREFERRED:

- Master's degree in CS, CIS or equivalent.
- Experience in a supervisory information technology role in higher education.
- Bilingual in English / Spanish (fluent in speaking and writing).

ENVIRONMENTAL CONDITIONS:

This position requires occasional lifting, moving, and/or installation of moderately heavy equipment (such as computers) and other related information technology components.

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.