



**RHODE ISLAND COLLEGE  
JOB DESCRIPTION**

Position classification: PSA
Date created or revised: 10/20/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Manager, Network and Telecommunications – Technical Services  
Status: Full-time, continuing, 35-hour week  
Grade: 15  
Union Affiliation: PSA@RIC (Professional Staff Association at Rhode Island College)  
Reports To: Director, Network and Telecommunications

**PRIMARY PURPOSE:**

Manage the operation and staff of the Technical Services unit; oversee the lifecycle management of the server/storage infrastructures, related equipment, and back-end applications/systems.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

Essential Job Functions:

- Plan and manage the day-to-day operation of the Technical Services unit.
- Plan and manage installation, repair, and maintenance of the server/storage infrastructures, related equipment, and back-end applications/systems via established methods and work management tools.
- Oversee and schedule the systematic replacement/upgrade cycles for the server/storage infrastructures, related equipment and back-end applications/systems based on institutional needs and technology developments. Provide written proposals for such replacement/ upgrade cycles with the purpose of determining necessary resources (human and financial) and implementation timelines.
- Manage the recruitment, scheduling, training, supervision and evaluation of Technical Services unit staff and student assistants.
- Create, assign, and prioritize work orders for Technical Services unit staff for all tasks and projects in order to document progress.
- Monitor the progress and status of work orders assigned to the Technical Services unit staff in order to meet established milestones and deadlines within the Network and Telecommunications department and Information Services. Coordinate with other groups within Information Services to ensure that customer work order requests are addressed and/or forwarded to an appropriate staff member.
- Evaluate and analyze customer requirements for information technology services and determine the options and implications for the server/storage infrastructures, related equipment and back-end applications/systems.
- Maintain an accurate and up-to-date inventory of all hardware and software that are part of the server/storage infrastructures, related equipment, and back-end applications/systems.
- Maintain and configure (software) applications and tools for the management of the server/storage infrastructures, related equipment and back-end applications/systems. Utilize available applications and tools for data analysis and reporting.

- Develop specifications for the purpose of soliciting third party services and/or materials/equipment. Such specifications may need to be presented in, included, but not limited to Request for Quote (RFQ), Request for Information (RFI), and Request for Proposal (RFP).
- Supervise third parties performing work on behalf of Network and Telecommunications in the area of server/storage infrastructures, related equipment, and back-end applications/systems to ensure that the work is performed according to the provided instructions and is documented in full.
- Participate in projects at a departmental, inter-departmental, and/or inter-institutional level and assumes a leadership role either as a project lead or as a project member with technology expertise.
- Develop and maintain comprehensive documentation for all aspects of the server/storage infrastructures, related equipment and back-end applications/systems that meets established format and structure within the Network and Telecommunications department and Information Services.
- Provide consultation and troubleshooting for hardware and software problems to the extent this involves the server/storage infrastructures, related equipment and back-end applications/systems.
- Stay abreast of advances in network infrastructure technologies and related hardware, software and services.
- Perform the duties of a Senior Technical Programmer (Systems Administrator).

Occasional Job Functions:

- Work with vendors and other outside companies and agencies as needed.
- Perform other related duties as requested.

**REQUIRED QUALIFICATION STANDARDS:**

Education:

Bachelor's degree.

Experience:

Six years' experience working within an Information Technology organization responsible for the management of a mid-to-large size server/storage infrastructure including two years of experience in either of the following areas: overseeing or coordinating the activities of server/storage infrastructure staff; or serving as a project lead for major server/storage infrastructure initiatives.

Skills, Knowledge and Abilities:

- Excellent communication, collaborative, and negotiating skills
- Ability to develop and deliver network infrastructure services.
- Excellent troubleshooting and customer service skills.
- Excellent resource planning and organizational skills.
- High level of technical competency with server/storage infrastructure hardware, software, and management tools/applications.

**PREFERRED:**

- Master's degree with educational concentration in CS, CIS, Engineering, or related discipline.

- Appropriate industry certifications.

**ENVIRONMENTAL CONDITIONS:**

This position requires frequent lifting, moving, and/or installation of moderately heavy equipment (such as switches and routers), wiring and related work, as well as working outside regular hours in cases of emergency (business-impacting service disruption or outage) and scheduled maintenance.

**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.*