



RHODE ISLAND COLLEGE JOB DESCRIPTION

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

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

PRIMARY PURPOSE:

Manage the operation and staff of the IT Help Center for media and client technology distribution; oversee the operation of help desk technology services, and the distribution and service of client technologies, classroom media, and audio/video equipment.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Plan and manage the day-to-day operation of the help desk and media and technology services. Manage the recruitment, scheduling, training and supervision of IT Help Center staff and student assistants.
- Plan and manage installation, repair and maintenance of desktop and mobile computers and peripherals.
- Manage distribution and end-user support of audio, video, and multimedia equipment in classrooms and during campus events.
- Oversee and schedule the systematic replacement cycle for computer hardware, peripherals, and audiovisual equipment.
- Evaluate and analyze customer requirements for services.
- Maintain an accurate and up-to-date inventory of hardware, software, vendor warranties, and licensing agreements.
- Maintain and configure application software for help desk/audiovisual services management (e.g. call center/help desk tracking system, audiovisual scheduling, system configuration, remote access, asset management, etc). Utilize system tools for data analysis and reporting.
- Coordinate training for Information Services staff for help desk and audiovisual system software for help desk ticketing, asset management, etc.
- Monitor the status of all help desk tickets and coordinate with other groups within Information Services to ensure that end user requests are answered and/or forwarded to an appropriate staff member.
- Provide basic end user support for supported software applications.
- Develop and maintain documentation.
- Provide distribution, consultation and troubleshooting for hardware and software problems related to computer hardware, peripherals, audio, video, videoconferencing and multimedia equipment and software.
- Perform the duties of a Lead Information Technologist.

Occasional Job Functions:

- Stay abreast of advances in technology for help desk and audiovisual hardware, software and services.
- Work with vendors and other outside companies and agencies as needed.
- Perform other related duties as requested by the Director of User Support Services.

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree.

Experience:

Six years' experience working at a mid-to-large size information technology help desk including two years of experience in either of the following areas: overseeing or coordinating the activities of help desk staff; or serving as a project lead for major help desk initiatives.

Skills, Knowledge and Abilities:

- Excellent communication, collaborative, and negotiating skills.
- Ability to develop and deliver information technology end user services.
- Excellent troubleshooting and customer service skills.
- Excellent resource planning and organizational skills.
- High level of technical competency with computer hardware, software, and audiovisual equipment.
- High level of technical competency with application software for ticketing, asset management, and scheduling.

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 computers), audiovisual equipment, wiring and related work.

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.