



**RHODE ISLAND COLLEGE  
JOB DESCRIPTION**

Position classification: PSA  
Date created or revised: 9/21/2022  
Exempt/Non-Exempt Status: Exempt  
Responsible individual: No  
Campus Security Authority: No

Title: Senior Information Technologist  
Status: Full-time (May involve evening and/or weekend work as required)  
Grade: 12  
Union Affiliation: PSA@RIC (Professional Staff Association)  
Reports To: Director, User Support Services

**PRIMARY PURPOSE:**

Plan, implement and maintain information technology systems and provide generalized assistance to customers and provide associated administrative and logistic support as required. Serve as the senior technologist responsible for complex information technology systems.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

Essential Job Functions:

- Install, troubleshoot, and maintain desktop hardware and software; deploy and customize enterprise management tools for user support and software distribution.
- Provide support for analog and digital equipment and facilities used in instruction, media production, presentations, and special events.
- Analyze the information technology needs of an individual, department, area, or campus and determine, plan, implement and maintain appropriate solutions.
- Provide authoritative technical consultation to customers.
- Respond to technical emergencies outside of normal working hours as needed.
- Assist in coordinating and/or managing help desk functions and help desk staff.
- Maintain a high level of understanding of current developments in the assigned area of responsibility and anticipate future needs.
- Evaluate, specify, and procure related components. Develop and manage voice, data and video-related bids, contracts, request for proposals and vendor relationships in support of information technology initiatives.
- Manage and participate in committees, working groups, councils, etc. in support of information technology initiatives.
- Develop grants, funding and resources for information technology initiatives in collaboration with faculty, staff, and students.
- Function independently or as a member of an information technology team as assigned.
- Lead, manage, and supervise technical, professional, clerical, and student-support staff as assigned.
- As part of self-training and in support of comprehensive, redundant, user-focused support, perform functions normally assigned to other information technology support staff as required.
- Maintain an active commitment to professional development.
- Provide related administrative functions and help desk support, work non-standard shifts, and provide on call telephonic or pager support as required.

- Consistently develop and exhibit a positive, user-focused, customer service attitude and atmosphere.

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:

A minimum of four years of relevant experience in desktop hardware and software support; of which at least one year of work experience must be with supervisory or project management responsibilities.

Skills, Knowledge and Abilities:

- Demonstrated knowledge of desktop computer hardware and software (Windows and Macintosh platforms), and the ability to provide end user support and troubleshoot user problems with computer hardware and software.
- Demonstrated experience in the areas of videoconferencing and video production, as well as a thorough knowledge of audio, video, and multimedia hardware and software required.
- Knowledge of help desk operations and administration.
- Ability to interpret institutional policies, plans, objectives, rules and regulations and communicate the interpretation to subordinates and others.
- Ability to communicate effectively (verbally and in writing); strong interpersonal skills; ability to document procedures and practices.
- Must possess project management skills and ability to organize, coordinate, and direct support staff.

**PREFERRED:**

- Experience in managing Windows users and computers through Active Directory.
- Experience managing desktops using centralized, enterprise services.
- Experience in troubleshooting desktops, peripherals, and electronic classroom equipment within enterprise network environment.

**ENVIRONMENTAL CONDITIONS:**

This position requires significant lifting, moving, installation of heavy equipment and wiring, 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.*