



**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: Technology and Systems Administrator  
Status: Full Time, 35 hours per week (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:**

Manage the College's student Campus Card office. Plan, implement and maintain Campus Card office related information technology systems; provide generalized assistance to stakeholders as well as associated administrative and logistic support as required. Serve as the systems administrator responsible for complex information technology systems.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

Essential Job Functions:

- Manage Campus Card office operations, including hiring, training, and scheduling of student personnel, cash collection, reporting and staffing issues.
- Administer the operation and maintenance of the student digital imaging identification card system which involves associated hardware maintenance, system upgrades, database maintenance.
- Assume responsibility for the operation of the Student Union's local area network and administration of the network domain including hardware maintenance, software upgrades, service packs, security updates, and back-up of designated critical data, which also supports auxiliaries. The network includes servers providing authentication, file and print services, internet and network access.
- Administer and maintain the College's online cashless system including setup of plans, generation of reports, system upgrades, hardware upgrades, troubleshooting system problems.
- Administer the operation and maintenance of related access control system, including system maintenance, database updates, and administration of client control accounts and coordinating the installation of new additions to the system.
- Administer the College's off-line electronic lock system including setup, maintenance, upgrades, repairs, reporting, and database management.
- Administer the College's RIPTA bus passes program. Maintain an adequate inventory of bus passes sold at the Campus Card office and-eligibility lists to ensure bus passes are sold only to those eligible. Provide reports to ensure the accounting of bus passes sales is timely and accurate.
- Administer the College's digital signage system which includes setup, maintenance, upgrades, and repairs.

- Manage the Computer Repair team in providing computer repair services that include installations of operating system, device drivers, software and hardware replacement/installations.
- Provide training and relevant information to all stakeholders on new hardware, software and processes. Act as resource person for computer issues, research problems areas and recommend solutions to or additions to current software.
- Analyze and recommend the purchase of the required hardware upgrades to maintain proper operational readiness and security standards. Coordinate with Networks and Telecommunications and User Support Services on minimum hardware requirements to maintain proper integration with the College's main backbone.
- Respond to emergencies outside of normal working hours as needed.

Occasional Job Functions:

Perform other related duties as required or as assigned by the Director of User Support Services.

**REQUIRED QUALIFICATION STANDARDS:**

Education:

Bachelor's degree with a concentration in CS or CIS.

Experience:

A minimum of four years' experience in information technology.

Skills, Knowledge and Abilities:

- Possess a strong background in networking.
- Possess the ability to administer a Windows based domain to include integration of servers, desktops, and printers.
- Possess a thorough knowledge of computer hardware.
- Possess a working knowledge of Microsoft Office applications.
- Possess the ability to diagnose, repair, maintain, and integrate Apple computers into PC networks.
- Demonstrated ability to perform the required diagnostic, maintenance and computer repair skills necessary to replace the major subsystems of computers.
- Demonstrated excellent writing; communications and interpersonal skills in order to develop training plans to teach staff, students, and other employees in the use of computers, software programs (to train stakeholders on use).
- Demonstrated understanding of basic accounting principles to work with the College's Accounting Office and to effectively monitor debits and credits to the Campus Card Agency account.

**PREFERRED:**

- Two years' experience in ID card program.
- Familiarity with CBORD's Odyssey, DSX access control system, digital ID imaging systems, Microsoft's Internet Information Service, Persona's offline lock system, or AxisTV digital TV system.

**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.*