



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

- POSITION:** Manager - Technical Support (System Administration)
- LOCATION:** Information Technology
- GRADE:** CCRIPSA 15
- REPORTS TO:** Director of Operations
- WORK SCHEDULE:** Non-Standard; 35 hours per week
- SUPERVISES:** Supervises classified, non-classified, part time and student employees

**JOB SUMMARY:** Lead the Desktop Configuration, Software Deployments, and Endpoint Management Activities at the College. Work with the college community to collect requirements and provide solutions for software needs. Develop policies and workflows for end point management. Apply and maintain security controls to secure end points.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Performs auditing of routine and non-routine administrative tasks on end point devices  
Develop Quality Control reporting to provide system status information
- Establish Operating System Imaging, software packaging, configuration management, and software delivery workflows and best practices  
Provide quality assurance for these processes
- Part of the incident response team
- Manage delivery of user requested software
- Apply expert judgement in the planning, analysis, design and implementation end point configuration
- Create Active Directory Group Policies
- Microsoft SCCM administration including Windows, and security updates
- Oversee the VMWare View Horizon system. Provide capacity planning and necessary upgrades and patches. Create standards and methods for monitoring the environment
- Create and update testing procedures for Desktop hardware and software deployment
- Work with IT Leadership to determine hardware solutions
- Create and maintain documentation
- Provide leadership, direction, and training to other staff members.
- Work independently and requires only general supervision.

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- Assist departments with the design, setup and maintenance of departmental computer laboratories.
- Stay informed about the current state of and future advances in computer hardware and software.
- Other duties as assigned by Director of Operations.

**LICENSES, TOOLS AND EQUIPMENT:**

Computers and peripheral devices, such as printers and scanners.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions. Must be able to push, lift, carry, and/or use the above equipment.

**MINIMUM QUALIFICATIONS:**

- Bachelor's Degree in Computer Science, Computer Engineering or a related field is required. Master's Degree preferred.
- CISSP or a degree or certificate in a security program of study preferred.
- Five years' experience in an information technology position required, preferably in a higher education environment.
- Experience in technical writing, and preparing and presenting detailed studies and reports.
- Experience building and maintaining Microsoft MDT & WDS environments as well as other desktop imaging tools and technologies.
- Experience customizing Windows for end user deployment using Group Policy, SYSPREP, and other related utilities is required.
- Experience with SCCM is required.
- Demonstrated experience with Powershell scripting
- Experience with PCoIP Protocol
- Experience with DHCP, DNS, and Load Balancers
- Experience with Cisco UCS Blade Servers
- Experience with Deep Freeze
- Experience administering a NetApp SAN
- Experience working independently on multiple assignments and working collaboratively within a team.
- Experience with the organization, coordination, and supervision of support staff and assuming project leadership responsibilities.
- Working knowledge of virtualization technologies including VMWare ESXi required.
- Experience working in VMware's vCenter environment; and utilizing vCenter for management of VMs required.
- Working knowledge of Active Directory is required.
- Strong interpersonal skills and ability to work effectively and collegially with faculty, administrators, students, and colleagues is required.
- Must be available to work a non-standard schedule in order to fulfill assigned duties and responsibilities and respond to technical emergencies outside of working hours as needed.

**CCRI is an Equal Opportunity / Diversity Employer.**

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400 East Avenue, Warwick, RI 02886-1807 P: 401.825.2311 F: 401.825.2345

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job related duties requested by their supervisor.

INFOTECH501004.jd  
May 2017

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