



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

TITLE:	Manager of User Services, Instructional Support
LOCATION:	Information Technology
REPORTS TO:	Chief Information Officer
GRADE:	PSA 15
WORK SCHEDULE:	Non-Standard; 35 hours per week
SUPERVISES:	Supervises classified, non-classified, and part-time employees
BASIC FUNCTION:	Plans, manages, and evaluates instructional technology programs and services that facilitate the integration of technology across the curriculum.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide leadership and supervision to Instructional Support group.
- Provide strategic, budget/fiscal, and technology planning for the Instructional Support area.
- Provide leadership and coordination between the Instructional Support area and other areas of the IT Department or the College when integrating new technologies, troubleshooting performance issues, or implementing new support services.
- Manage the planning, development, implementation, and support of all instructional technology training, end user consulting, and other instructional support programs for faculty.
- Supervise the development, maintenance, and accessibility of user documentation for supported instructional technology tools included but not limited to web based and multimedia instructional materials and users' manuals.
- Provide instructional computing support to assist faculty members with the integration of technology into the curriculum including but not limited to individual consultation on issues related to instructional technology.
- Manage the evaluation, selection, implementation and support of hardware and software applications, standardized multimedia software, developmental tools, and technical innovations that support the learning environment.
- Manage the operation and promote the use of CCRI's Centers for Instructional Technology on each campus to provide sophisticated hardware, specialized software and reference materials that enable faculty to explore and utilize instructional technology tools in a supportive environment.
- Administer learning management system (LMS).

- Participate in college committees and working groups to promote best practice use of information technology in administration and instruction.
- Collaborate with colleagues at other higher education institutions, external agencies and vendors on issues related to instructional technology.
- Additional responsibilities as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Computers and peripherals such as printers and scanners.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions

QUALIFICATIONS:

- Bachelor's degree required. Master's degree in Instructional Technology or pedagogical or technology related field is preferred.
- A minimum of 5 years of significant and increasingly responsible related experience is required.
- Demonstrated knowledge of and experience with such as Blackboard or similar learning management software.
- Demonstrated competency in learning theories, instructional design principles and educational technology is required.
- Extensive experience with the installation, configuration, use and support of a variety of hardware and software tools is required including but not limited to: Windows operating systems, the Microsoft Office applications, Internet browsers and plugins; HTML coding and web authoring software: desktop computers: and peripherals such as laser printers, scanners, slide scanners, CD/DVD burners, digital cameras, graphics tablets, and video/audio players and recorders.
- Strong interpersonal skills and ability to work effectively and collegially with faculty, students, and colleagues are required.
- Ability to work independently on multiple assignments and to work collaboratively within a team environment required.
- Excellent oral and written communication skills, including the ability to explain complex technical and information to non-technical audiences is required.
- Demonstrated capacity for self-directed learning is required.

CCRI is an Equal Opportunity / Diversity Employer.

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