



**COMMUNITY COLLEGE
OF RHODE ISLAND**

Office of Human Resources

POSITION DESCRIPTION

POSITION	Coordinator, Computer Operations
LOCATION:	Information Technology
REPORTS TO:	Manager, Technical Support
GRADE:	10
SUPERVISES:	May exercise supervision over classified, non-classified, and part time employees.
BASIC FUNCTION:	Coordinate computer operations, production scheduling and related support services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Monitor all computer systems and peripheral and equipment in the computer room using operating systems utilities, analysis of logs, visual checks, and related techniques.

Interpret console messages from system software or applications programs and perform required actions.

Troubleshoot, resolve, and communicate problems and failures with servers and related system software or application programs.

Coordinate and monitor Banner production processing using AppWorx.

Consult with end users to schedule production processing.

Schedule, coordinate and troubleshoot backups on all servers.

Maintain operations logs and provide periodic management reports to supervisors.

Coordinate operations activities with other IT units including MIS, Help Desk, and Networking.

Develop and maintain operations documentation including operations procedures and troubleshooting guides.

INFOTECH501513

Knight Campus

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

Coordinate the purchase of supplies used in operations including forms, tapes, and printer cartridges

Oversee the computer room environment including scheduling cleaning and monitoring the temperature

Maintain currency of knowledge with respect to relevant computer hardware, operating systems, control languages, peripheral equipment, and systems or application software.

Perform other related duties as required.

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.

QUALIFICATIONS:

Associate Degree in Computer Science required. Five years pertinent operations experience required. Or, a combination of the above that shall be substantially equivalent to the above. Demonstrated ability to assume managerial responsibilities as needed. Demonstrated knowledge of backup systems, production processing, DCL, disk storage systems, VMS, Windows NT/2000 and other procedures and information processing concepts that may be implemented at a large scale computer installation.

Associate Degree in Computer Science and a minimum of 2 years of relevant operations experience is required.

Demonstrated experience with backup systems, production processing, disk storage systems, printers, scanners, Tru64 Unix, and Windows Server operating systems is required; in a higher education environment is preferred.

Demonstrated experience scheduling production processing and interacting with end users is required.

Demonstrated capacity for self-directed learning is required.

Demonstrated ability to work effectively and collegially with colleagues is required.

Excellent analytical, organizational and communication skills are required.

Ability to work independently on multiple assignments and to work collaboratively within a

team is required.

CCRI is an Equal Opportunity / Diversity Employer.

Any individual with a disability who requires assistance in the application process should contact CCRI at (401) 455-6011 prior to the close of the application period. TTY: (401) 825-2313.

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