



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

<b>POSITION:</b>	Director, Academic Support
<b>LOCATION:</b>	Information Technology
<b>REPORTS TO:</b>	Chief Information Officer
<b>GRADE:</b>	BOE 16
<b>WORK SCHEDULE:</b>	Non-standard, 35 hours per week.
<b>SUPERVISES:</b>	Exercises supervision over non-classified, classified and part-time employees

**BASIC FUNCTION:** Plan, implement and manage all classroom support activities at the College.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Provide strategic, budget/fiscal and technology planning for the Classroom Support environment suggesting alternatives for day-to-day and long-term enhancements to service delivery to customers.

Provide leadership for staff assigned to Classroom Support group and supervise the group manager.

Manage the development and implementation of classroom technology training, end user consulting and user support programs for faculty, staff and students.

Provide support for the integration of technology into the curriculum and coordinate technology services to support the learning environment for faculty and students.

Manage the maintenance and operation of all electronic classrooms.

Supervise the development and maintenance of all classroom user documentation.

Provide direction for the evaluation, purchase, maintenance and support of centrally supported desktop hardware/software.

Participate in projects to integrate new technologies including managing communications and implementing new support services for learning communities on campus.

**Knight Campus**

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

Participate in college committees and working groups to promote best practice use of information technology in administration and instruction.

Collaborate with other IT groups to ensure high quality service and successful project implementations.

Respond to technical emergencies outside of normal working hours as needed.

Recommend applications, equipment, support strategies, and training programs.

Stays current with microcomputer technology, desktop operating systems and applications, instructional technology and technology trends in higher education.

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:**

Bachelor's degree required. Master's preferred in MIC, Computer Science or Business or a related field and five (5) years of experience.

Demonstrated experience in the development of technical documentation, support web sites, and technology training programs is required.

Knowledge of teaching techniques and the use of technology in higher education instruction is required; experience teaching at the college level is preferred.

Demonstrated capacity for self-directed learning is required.

Strong interpersonal skills and the ability to work effectively and collegially with faculty, administrators, students and colleagues is required.

Excellent analytical, organizational and communication skills are required.

Excellent supervisory skills and the ability to work collaboratively within a team 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

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6/2016