



COMMUNITY COLLEGE  
OF RHODE ISLAND  
Office of Human Resources

**POSITION DESCRIPTION**

<b>POSITION:</b>	Senior Technical Programmer (System Administrator Windows)
<b>LOCATION:</b>	Information Technology Initially located on the Warwick Campus
<b>REPORTS TO:</b>	Manager-Systems Development
<b>GRADE:</b>	CCRIPSA 14
<b>WORK SCHEDULE:</b>	Non Standard; 35 hours per week
<b>SUPERVISES:</b>	May exercise supervision over non-classified, classified, and student employees. Supervise project or task related assignments of Information Technology personnel performing duties within the Technical Support area.

**BASIC FUNCTION:** To perform system administration functions on servers including both Windows and Linux machines. Primary duties include, but not limited to email administration, and printer server administrator, active directory administration, user administration and provisioning services. Participate in proactive projects pertaining to systems and operations.

**DUTIES AND RESPONSIBILITIES:**

- Perform system administration functions on centralized servers including system maintenance (e.g. queue management), software installation and configuration, system configuration, file sharing and performance management on Windows and Linux/Unix servers.
- Assist with printer issues relating to print server and printer management systems.
- Perform day-to-day and proactive procedures on CCRI email system, including backend servers, email gateways, student O365 email, email archiving.
- User provisioning, create and maintain GPO's, day-to-day and proactive Active Directory administration.
- Manage configuration and performance of system and network services.
- Install, upgrade and troubleshoot server hardware, operating systems, applications and system software. Perform system and application upgrades and patching as required off hours.
- Analyze system and network performance, including storage devices, memory, CPU utilization and network bandwidth.
- Collect and report statistics on system and network utilization.

**Knight Campus**

- Write, maintain, and document programs, scripts, and procedures to automate systems management functions, such as user account maintenance and performance management, system backups, software distribution, and security.
- Provide specialized technical assistance in the planning and development of new projects and systems including researching and recommending new technologies, equipment, network protocols and services, and operating systems.
- Participate in projects to integrate new technologies including installing, configuring, and testing new hardware and software.
- Monitor system security and help maintain and improve security practices to protect data and systems and respond to automated system alerts.
- Stay informed about the current state of and future advances in microcomputer hardware and operating systems, server hardware and operating systems, and system software. Adapt to and administer new technologies as they are brought into the environment.
- Provide backup for duties of other Senior Technical Programmers and other staff members within the Technical Support area. Assist with daily computer operations as necessary.
- Assist with operating system configuration and upgrades of desktop computers to ensure consistency across the college.
- Perform system and application upgrades and patching as required off hours.
- Troubleshoot server related issues as necessary.
- Engage and work trouble tickets with vendors as necessary.
- Work with HelpDesk to resolve day to day issues as they relate to IT operations.
- Respond to technical emergencies outside of normal working hours as needed.
- 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 in Computer Science, MIS or a closely related field is required; **or** an Associate's Degree plus 4 years of significant systems administration experience is required; **or** Certifications in preferred technologies plus 8 years of related systems administration experience is required.
- Demonstrated experience in the use, support, administration and troubleshooting of Windows Server operating systems is required; related experience in a Unix environment is preferred; experience in a higher education environment is preferred.
- Demonstrated experience with Active Directory required.
- Demonstrated ability to work with scripting languages required.
- Demonstrated experience performing operating system upgrades, managing multiple Windows servers and domains, and utilizing performance monitoring tools required.
- Demonstrated experience with TCP/IP required; working knowledge of network equipment required.
- Demonstrated capacity for self-directed learning is required.
- Ability to estimate and complete tasks on target.

- Excellent analytical, organizational and communication skills required.
- Ability to work independently on multiple assignments and to work collaboratively within a team required.
- Ability to work with and adapt to new technologies as they are brought into the environment.

#### **PREFERRED QUALIFICATIONS:**

Experience using:

- Microsoft Exchange, Microsoft O365, Fortimail Mail Gateway, Source One Email Archiving
- Microsoft Lync Server
- VMWare
- Cisco UCS Servers
- Microsoft Windows 2003, 2008, 2012 Server
- Oracle / Red Hat Linux
- Equitrac Print Management System
- Microsoft Active Directory and NTFS security
- Microsoft ADFS authentication services
- Microsoft FIM (Forefront Identity Manager)
- Windows Powershell Scripting
- Microsoft O365 hosted services

#### **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