



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

<b>POSITION:</b>	Coordinator – Information Technology
<b>LOCATION:</b>	Information Technology - Warwick
<b>REPORTS TO:</b>	Chief Information Officer
<b>GRADE:</b>	CCRIRSA 10
<b>WORK SCHEDULE:</b>	Non-Standard; 35 hours per week
<b>SUPERVISION:</b>	none

*The Community College of Rhode Island is the state's only public comprehensive associate degree-granting institution. We provide affordable open access to higher education at locations throughout the state. Our primary mission is to offer recent high school graduates and returning adults the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.*

*We meet the wide-ranging educational needs of our diverse student population, building on our rich tradition of excellence in teaching and our dedication to all students with the ability and motivation to succeed. We set high academic standards necessary for transfer and career success, champion diversity, respond to community needs, and contribute to our state's economic development and the region's workforce.*

**JOB SUMMARY:** Provide administrative, technology and project support for the activities of the Office of the Chief Information Officer and the Information Technology department as directed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide administrative, technology and project support for the daily activities of the Office of the Chief Information Officer (CIO) and the Information Technology (IT) department.
- Serve as the primary point of contact for the Office of the CIO, responding to and managing inquiries from faculty, staff, students, and outside parties.
- Coordinate and implement various projects as assigned, including department and college-wide strategic initiatives and various presentations and communications.
- Assist CIO in maintaining IT Budget and provide budget related reports and documents to CIO, the IT leadership team, and others within IT as needed.
- Maintain copies of all active IT contract documents and monitor, track and provide renewal oversight and management.

- Maintain copies of all software and hardware maintenance agreements, and monitor, track and provide renewal oversight and management.
- Assist with tracking and monitoring IT department priorities.
- Using the College's reporting tool (Argos) and operational data system (ODS), coordinate the development of reports to support the IT department as directed by the CIO.
- Develop and maintain an operational understanding of the functionality of the Banner system, and proficiency in the purchasing function of Banner.
- Under the direction of the CIO, develop annual report cycles and strategies to support assessments related to IT initiatives and services.
- Serve as liaison between the IT department, and appropriate departments and committees as directed.
- Serve as liaison representing CIO between Deans, Directors and other departments to gather information to appropriately respond to student issues/concerns reaching the CIO.
- Actively participate in information exchanges with representatives of other college departments to promote IT initiatives and activities.
- Update and develop IT web/portal pages as directed.
- Assist the CIO with disseminating information to the IT department as directed, including development of a regular departmental newsletter.
- Coordinate on-boarding of new IT employees.
- Assist IT staff with necessary procedures and supporting documentation for business training and travel, in-state travel, and other related activities.
- Become familiar with all appropriate state and college policies related to activities conducted within IT, to include but not limited to: state and college purchasing, travel and personnel.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences.
- Other related duties as assigned.

#### **LICENSES, TOOLS AND EQUIPMENT:**

- Personal computer hardware and software, as well as peripherals.
- Must have access to and use of own transportation.

#### **ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

#### **QUALIFICATIONS:**

- Associate's degree in business, information technology or related field required; Bachelor's degree preferred.
- Extensive experience with Microsoft Office applications, including Excel, PowerPoint, Word and Outlook, required.
- Excellent analytical, organizational and communication skills required.
- Strong interpersonal skills and the ability to work effectively and collegially with students, faculty, administrators, colleagues and outside parties required.

- Positive, proactive approach to work required.
- Ability to maintain high level of confidentiality required.
- Ability to work independently on multiple assignments and to work collaboratively within a team required.
- Able to maintain a professional demeanor at all times, especially dealing with sometimes difficult people required.
- Must be detail oriented and self-starting with the ability to make sound judgments in a variety of situations required.
- Excellent ability to problem-solve within large institutions/systems is required.
- Higher education experience preferred, with particular preference given to experience in an Information Technology role or in an Information Technology department.
- Clear desire to serve students and deliver on the mission of the Community College of Rhode Island required.
- Experience with integrated application software, such as Banner, preferred.
- Knowledge of reporting software (such as Argos) preferred.
- Experience with an HTML editor for web page development preferred.
- Knowledge of higher education principles, practices, and procedures preferred.
- Knowledge of higher education law, including FERPA, Clery Act and Title IX preferred.

**CCRI is an Equal Opportunity / Affirmative Action Employer.**

CCRI recognizes that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment and to helping prepare our students for lifelong success. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Associate Vice President of Institutional Equity & Human Resources, Elizabeth Canning, [ehcanning@ccri.edu](mailto:ehcanning@ccri.edu).

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:

<http://ccri.edu/campuspolice/pdfs/ANNUAL-SECURITY-REPORT-FINAL.pdf>

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