



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**POSITION DESCRIPTION**

**POSITION:** Lead Information Technologist (SCCM Administrator)

**LOCATION:** Information Technology

**GRADE:** CCRIPSA 14

**REPORTS TO:** Manager of Technical Support

**SUPERVISES:** Supervises classified, non-classified, part time and student employees

**WORK SCHEDULE:** Non-Standard; 35 hours per week

**JOB SUMMARY:** Plan, organize, implement, and control the information technology activities of project and/or project team as it relates to technology solutions for faculty and staff. Provide leadership, direction, and training to other staff members. Manage desktop configuration and software distribution. Work independently and requires only general supervision.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Perform the collection, analysis, and reporting of operation data to maintain compliance to developed standards.
- Create scripts to automate tasks that pertain to desktop configuration.
- Execute remote delivery of user requested software.
- Create Active Directory Group Policies to maintain Windows End Points.
- Microsoft SCCM administration including Windows and Office security updates and application package creation and deployments.
- Assist departments with the design, setup and maintenance of departmental computer laboratories.
- Utilize tools, such as, MDT/SCCM, to perform a variety of technical tasks, such as imaging a large number of computers prior to installation.
- Create and maintain technical manuals and user documentation for supported hardware and software in addition to documenting workflows.
- Administer the configuration of desktop pools and maintain virtual machines using software such as, VMWare Horizon, where appropriate, in various labs and courses.
- Maintain the integrity of workstations by using tools like DeepFreeze, Unified Write Filter, and or Group Policy.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

**OTHER DUTIES & RESPONSIBILITIES:**

- Other duties as assigned by the Manager of Technical Support.
- Possess and maintain knowledge of current hardware and software system capabilities and limitations.
- Stay informed about the current state of and future advances in computer hardware and software.
- Part of the incident response team

**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.
- Must be able to push, lift, carry, and/or use the above equipment.

**MINIMUM QUALIFICATIONS:**

- Bachelor's Degree in Computer Science, Computer Engineering or a related field is required; OR, an Associate's Degree with two years' experience in an information technology position required, preferably in a higher education environment.
- Experience building and maintaining Microsoft MDT & SCCM environments.
- Experience customizing Windows for end user deployment using Group Policy, SYSPREP, and other related utilities required
- Experience working in VMware's vCenter environment; and utilizing vCenter for management of VMs required.
- Experience working independently on multiple assignments and working collaboratively within a team is required.
- Working knowledge of virtualization technologies including VMWare ESXi required.
- Working knowledge of Active Directory is required.
- Working knowledge of DHCP configuration and the PXE boot process is required.
- Strong interpersonal skills and ability to work effectively and collegially with faculty, administrators, students, and colleagues is required.
- Must be available to work a non-standard schedule in order to fulfill assigned duties and responsibilities and respond to technical emergencies outside of working hours as needed.

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