COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Information Technologist
POSITION NO.	501407
LOCATION	Lincoln Campus
REPORTS TO	Technical Support Manager
GRADE CBA #	PSA 10
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	
REVISION DATE	October 2023

JOB SUMMARY:

Provide multimedia services, technology support and training to faculty, staff, students, administrators, and the college community. Implements technology solutions and provides support for computing labs and electronic classrooms. Assists in providing support for faculty and staff desktop computers.

DUTIES AND RESPONSIBILITIES:

- Responsible for the provision, support and proficient functionality of multimedia technology in all classrooms, labs, auditoria, conference rooms, and other community spaces.
- Setup presentation technology systems and operate media control devices in support of college and community events.
- Install, configure, maintain and repair computers and peripheral devices in labs and classrooms.
- Assist with implementing technology solutions including installing and configuring operating systems, application software and peripheral devices for faculty and staff.
- Provide training, demonstrations, webinars and technical support on current technologies, new products, and interactive applications.
- Support audio/video conferencing, desktop and mobile web conferencing along with alternative digital collaboration tools.
- Demonstrate and assist users with live video recording, editing and final production.
- Provide instruction and support for mobile media carts including laptops, tablets, iPads, and other wireless technologies utilized within learning spaces.
- Participate in the development, design, updates and maintenance of the ITMS website.
- Create training videos and documentation for supported technologies.
- Participate in standardization strategies for classroom technology, source management and control, and web documentation to support various learning spaces.
- Develop technology user guides for classrooms; make available on desktop, on-line and on-demand.
- Ensure security of classroom equipment, systems and digital tools with approved methods and devices.
- Facilitate and oversee equipment loans for academic use by faculty and staff.
- Utilize ticket-tracking management system and maintain classroom data reports on equipment issues.
- Utilize college work order system and collaborate with college facilities regarding the installation of technology within the campus learning spaces; expedite repair and work order requests.
- Maintain classroom and production technologies, operational supplies and inventories.
- Compile reports.
- Hire, supervise, train and oversee work assignments of auxiliary employees.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Maintain current knowledge of a wide array of educational technology, pedagogy and best practices in higher education.
- Participate in the research, testing and development of emerging technologies and digital applications.
- Stay informed by participating in professional development seminars, attending workshops, meetings, and technology related conferences.

- Assist with department IT projects and other assigned duties.
- Other duties as required.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- Associate's degree in a related technology field
- A minimum of two years of relevant experience
- Demonstrated experience in the use, training and support of computer technologies, classroom presentation equipment, capture and media control systems, sound systems, digital conferencing, media production and instructional applications
- Experience in IT trouble-shooting, documenting reports, and providing technical resolutions
- Excellent written and oral communication, analytical and organizational skills
- Strong interpersonal skills and ability to work effectively and collaboratively with administrators, faculty, students and colleagues
- Must be able to accommodate flexible work schedule on occasion as needed

PREFERRED QUALIFICATIONS:
- Bachelor's degree in a related technology field
- Experience teaching technical training sessions in a higher education environment

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.