



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Lead Information Technologist
POSITION NO.	501040
LOCATION	Lincoln Campus
REPORTS TO	Technical Support Manager
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Supervises Part Time and Student Employees; May supervise Classified and Non-Classified staff
LIMITATION (if applicable)	
REVISION DATE	November 2023

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.

DUTIES AND RESPONSIBILITIES:

- Perform the collection, analysis, and reporting of operation data to maintain compliance to developed standards
- Knowledge of MS Powershell and the creation of 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
- JAMF administration including MacOS and Office security updates and application package creation and deployments
- Assist departments with the design, setup and maintenance of departmental computer laboratories
- Create and update testing procedures for Desktop hardware and software deployment
- Establish Operating system Imaging, software packaging, configuration management and software delivery workflows and best practices
- Utilize tools, such as, MDT/SCCM/JAMF, to perform a variety of technical tasks, such as imaging a large number of computers prior to installation
- Utilize Microsoft EndPoint manager including Configuration Manager, Intune, Windows Autopilot and EndPoint Analytics
- Work with virtual desktop technologies including MS Azure virtual desktop
- 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
- 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
- Other duties as assigned

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.

REQUIRED QUALIFICATIONS:

- Associate's Degree in a related field with two years' relevant experience in an information technology position required, preferably in a higher education environment
- Experience operating and maintaining Microsoft MDT & SCCM and/or MacOS & JAMF environments
- Experience customizing Windows for end user deployment using Group Policy, SYSPREP, and other related utilities
- Experience working independently on multiple assignments and working collaboratively within a team
- Working knowledge of IPv4 networking
- Strong interpersonal skills and ability to work effectively and collegially with faculty, administrators, students, and colleagues
- 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
- Working knowledge of Active Directory is required. Knowledge of Azure Active Directory/Microsoft Entra ID

PREFERRED QUALIFICATIONS:

- Bachelor's Degree in Computer Science, Computer Engineering or a related field
- ITIL v4 Foundation Certification
- Experience working in VMware's vCenter environment and utilizing vCenter for management of VMs
- Working knowledge of virtualization technologies including VMWare ESXi

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