POSITION DESCRIPTION

TITLE	Lead Information Technologist
POSITION NO.	501514
LOCATION	Warwick Campus
REPORTS TO	Lead Information Technologist
GRADE	PSA 12
WORK SCHEDULE	Non-Standard: 35 hours per week; Monday – Friday, 8:00AM – 4:00PM
SUPERVISION	Classified, Non-Classified, Part Time, and Student Employees
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	October 2024

JOB SUMMARY:

Implements technology solutions including installation and configuration of systems and provides support for faculty and staff desktop and departmental lab computers.

DUTIES AND RESPONSIBILITIES:

- Compiles summary information to be included in reports of the department's activities
- Provide user support and automated help desk assistance as needed
- Help Desk: Provide technology-related assistance to faculty, staff, and students via the telephone on supported hardware and software. Supported software includes but is not limited to: to Windows 7, Windows 8 and XP operating systems, MS Office applications (Word, Excel, PowerPoint and Access), MS Outlook, Internet Explorer, My CCRI, Banner, Blackboard, Sophos Anti-Virus, Firefox, Chrome, and department specific applications
- Troubleshoot hardware and network related problems on faculty/staff desktops and in the labs, including peripheral devices such as Printers and Scanners, Laptops, Cell Phones, IPads
- Assist with connectivity to CCRI WIFI for Laptops, Cell Phones and IPads Assist walk-in faculty/staff/students with technology related problem. Evaluate and analyze customer requirements for services
- Assist with the monitoring of the Help Center tracking system. Train and supervise part-time staff and student workers assigned to the help desk
- Monitor the Help Desk Email account to ensure that end user questions are answered and/or forwarded to an appropriate staff member. Escalate problems to other support staff within Information Technology as appropriate
- Assist with the development and maintenance of the College's web site and the Department of Information Technology web site
- Serve as liaison with departmental information providers in creating and publishing web pages
- Create, maintain, and update training manuals and user documentation for supported hardware and software for the IT web site. Update training documentation for new Help Desk employees
- Keep informed of state-of-the-art technologies and trends, desktop operating systems, and software applications
- Recommends new support systems based on analysis of user needs
- Other duties as assigned

LICENSES, TOOLS, AND EQUIPMENT:

Mainframe and personal computer hardware and software, as well as peripherals.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- Associate's Degree
- 5 years of related experience; preferably in a higher education environment
- Demonstrated experience in Customer Service, in a fast paced and challenging environment
- Demonstrated ability to work independently on multiple assignments and collaboratively within a team
- Excellent analytical, organizational and communication skills
- Excellent interpersonal skills and the ability to work effectively and collegially with faculty, staff, students, and colleagues

PREFERRED QUALIFICATIONS:
- Bachelor's Degree
- 2 years of related experience
- Demonstrated experience in the use, support and troubleshooting of Windows 7 and 8 operating systems, Microsoft Office 2013, Internet Explorer, and Mozilla Firefox required; working knowledge of Windows 10 and Office 16 and O365
- Demonstrated experience developing web pages and working knowledge of HTML
- Working knowledge of BMC TrackIt
- Demonstrated experience in technical writing

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