COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Lead Information Technologist
POSITION NO.	502456
LOCATION	Warwick Campus
REPORTS TO	Manager of User Services Instruction
GRADE CBA #	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week; may require evening and weekend hours
SUPERVISION	May exercise supervision over professional and support staff as well as student employees
LIMITATION (if applicable)	
REVISION DATE	January 2018

JOB SUMMARY:

The Lead Information Technologist guides the adoption of new and existing instructional technologies at the college and assists faculty and staff in utilizing technology to enhance instruction and student outcomes. This position facilitates technology-rich teaching and learning by providing evaluation and technical support related to the College's online learning management system and eLearning technologies for online, hybrid, and in-person courses. This includes, but not limited to, assisting in the administration, monitoring, and troubleshooting of CCRI's learning management system (LMS) and other systems, including but not limited to, audio and video streaming and lecture capture (Medial), integrated LMS campaign and communication system (e.g., Impact), and integrated 3rd party conferencing and collaboration systems (e.g., Collaborate, VoiceThread).

DUTIES AND RESPONSIBILITIES:

- Guide instructional technology adoption and assist faculty of varying skill levels in the development and implementation of online, hybrid, and classroom courses
- Support the using the college's LMS and integrated applications that facilitate digital learning across the curriculum, including online, hybrid, and classroom instruction
- Assist faculty in using the college's Learning Management System, Lecture Capture System; Web Conferencing and Collaboration applications; accessibility product; and Enterprise Video System
- Provide tier 2 eLearning technical support for faculty, students, and staff; utilize the IT Helpdesk ticketing system to route problems to appropriate Online Learning & Technology staff
- Assist in the administration, monitoring, and troubleshooting of CCRI's LMS and various other systems, such as but not limited to, audio and video streaming, lecture capture, and communication and collaboration products
- Provide support to faculty, staff, and students in using the various instructional technologies, such as but not limited to, LMS, audio and video streaming, lecture capture, communication, and collaboration LMS integrations
- Work with faculty on the implementation of learning technologies and the development of instructional content used to support online, blended, and face-to-face courses
- Assess the instructional needs of faculty and identify application solutions to enhance learning
- Design, develop, and conduct training workshops, webinars, seminars, and consultations for faculty on supported technologies and new initiatives in instructional technology and evaluate the effectiveness of training
- Create training materials to accommodate self-learners and provide documentation on supported technologies for faculty and students
- Assist in developing web-based and multimedia instructional materials to support teaching and learning
- Update and maintain Instructional Technology website content
- Consult with faculty on the appropriate use of technology in instruction, including instructional design principles
- Assess the instructional needs of faculty and determine application solutions that will support the integration of digital content into the teaching and learning environment
- Participate in quality assurance review of online courses and recommend changes
- Provide technical support for online learning instructional initiatives to improve learning outcomes, facilitate

technology-rich teaching, and advance curricular innovation

- Participate in the discovery, evaluation, selection, testing, implementation, and use of emerging technologies that have potential value for teaching and learning. Collaborate with IT staff to finalize computer image applications to be used in the Centers for Instruction & Technology
- Stays informed about the current state of and future advances in instructional and multimedia technology, e-learning applications, and digital media creation/delivery
- Research and evaluate new and emerging instructional and web technologies to enhance learning
- Foster collaboration models within departments and across campuses for faculty to share experiences and ideas in the field of learning technologies
- 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 related duties as required

LICENSES, TOOLS, AND EQUIPMENT:
Computers and peripheral devices, Mac, Win and Mobile OS, MS Office, Exchange, video and web conferencing, multimedia, learning management and lecture capture systems.
Courseware development in HTML, Flash, web authoring, desktop publishing and other applications (Adobe CS, Captivate, Articulate, etc.)

ENVIRONMENTAL CONDITIONS:
Must be able to push, lift, carry and/or use the above equipment. May be required to travel between all four campuses. Close visual work required.

REQUIRED QUALIFICATIONS:
- Bachelor's Degree in instructional technology, education, instructional design, or related field
- A minimum of five (5) years' experience working in instructional technology, teaching and learning with technology, or a directly related field
- Demonstrated extensive and advanced experience and knowledge of Blackboard Learn Ultra
- Blackboard and other LMSknowledge and experience
- Experience providing exceptional and effective customer services preferably in higher education
- Excellent analytical, organizational and communication skills
- Strong interpersonal skills and the ability to work effectively and collegially with faculty, administrators, students, and colleagues
- Effective at problem solving and working on multiple assignments
- Able to interpret and adhere to institutional policies, plans, objectives, rules and regulations
- Available to work a non-standard schedule to fulfill assigned duties and responsibilities

PREFERRED QUALIFICATIONS:
- Master's degree in Instructional Design, Instructional Technology, Information Technology or Digital/Multimedia
- Three (3) years' experience or an equivalent combination of training and experience
- Experience with other LMS platforms
- Experience in the use of graphic and multimedia authoring software, website design and on-line course development
- Teaching experience preferably in higher education
- Experience evaluating products and preparing and presenting reports or presentations
- Software Developer skills/experience

All requirements are subject to possible modification to reasonably accommodate individuals withdisabilities.