



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Manager Information Technology Programming and Analytics
POSITION NO.	502719
LOCATION	Warwick Campus
REPORTS TO	Director Management Information Systems
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week; M- F 8AM – 4PM
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	October 2024

JOB SUMMARY:

The Department of Information Technology supports the technology needs of the College by acquiring, installing, maintaining and upgrading hardware, software and network resources. The department's long-term focus is to develop and pursue a strategic plan for technology with broad based input from all college constituencies that will meet the growing and diverse needs of a community college. The Manager Information Technology Programming and Analytics will develop, maintain, support, and enhance the College's information systems.

DUTIES AND RESPONSIBILITIES:

System and User Support:

- Provide primary support and consulting services for one or more complex systems
- Directs users in the navigation and operation of various systems
- Consults with user to identify current operating procedures and clarify program objectives
- Reads manuals, periodicals, and technical reports to learn ways to develop programs that meet user requirements
- Troubleshoot application problems and failures and collaborate with functional users and vendors to find and implement resolutions
- Consult with users to identify and analyze business needs and recommend new programs or changes to business practices to satisfy requirements
- Develop and modify technical documentation to support application maintenance, operations and end-user training
- Coordinate system interfaces with other IT colleagues

Project Management:

- Establish specifications which are used to develop new applications or modify existing programs and job streams
- Evaluates user requests for new or modified program to determine feasibility, cost and time required, compatibility with current system, and computer capabilities
- Formulates complex plans outlining steps required to develop program, using structured analysis and design
- Submits and discusses plans with user for approval
- Develop and modify applications, programs, scripts and job streams according to department standards

Departmental Support:

- Additional responsibilities as directed by the supervisor consistent with rank and position
- Perform all duties and responsibilities with minimal supervision
- Respond to technical emergencies outside of normal working hours as needed
- Keep up with changes in software development tools and techniques, programming languages, web development, and vendor supplied information systems for higher education

LICENSES, TOOLS, AND EQUIPMENT:**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Associate's Degree
- 4 years of significant programming and analysis experience
- Development experience with PL/SQL

PREFERRED QUALIFICATIONS:

- Bachelor's Degree in Computer Science, MIS or a closely related field
- 2 years of significant programming and analysis
- Evidence of strong software development lifecycle management skills
- Evidence of strong analysis and problem solving skills
- Demonstrated ability to communicate effectively with people of varying degrees of technical ability
- Demonstrated ability to work effectively and collegially with colleagues
- Demonstrated logical, analytical, and problem-solving skills
- Demonstrated capacity for self-directed learning
- Excellent organizational and communication skills
- Ability to work independently on multiple assignments and to work collaboratively within a team
- Ability to work under time constraints and with milestones
- Will have demonstrated experience working on complex applications in a higher education setting
- Will have application programming experience in a Unix environment, with Ellucian HE Banner software (Finance, Financial Aid, Student or Human Resources)
- Will have application development experience in Cold Fusion, Pro-C, HTML, PHP, Groovy on Grails, MS Office applications

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