



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Manager of Technical Support (System Administration)
POSITION NO.	503001
LOCATION	Lincoln Campus
REPORTS TO	Director of IT Customer Support & Quality Assurance
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Supervises classified, non-classified, part time and student employees
LIMITATION (if applicable)	
REVISION DATE	October 2018

JOB SUMMARY:

Oversee the Desktop Configuration, Software Deployments, and Endpoint Management Activities at the College. Work with the college community to collect requirements and provide solutions for software needs. Develop workflows, policies and procedures in accordance with industry best practices and organizational requirements for end point management. Apply and maintain security controls to secure end points and work closely with cross-functional teams to establish and enforce configuration management standards and best practices throughout the organization.

DUTIES AND RESPONSIBILITIES:

- Performs auditing of routine and non-routine administrative tasks on end point devices. Develop quality control to provide system status information
- Part of Incident Response Team
- Responsible for establishing operating System Imaging, software packaging, configuration management, and software delivery workflows and best practices. Provide quality assurance for these processes
- Apply expert judgement in planning, analysis, and implementation of end point configuration
- Manage, plan, integrate, and maintain end point configuration management software
- Collaborate with Departments to design, plan, implement software solutions that meet departments needs
- Create and update testing procedures for desktop hardware and software deployment
- Create and maintain documentation
- Collaborate with IT Leadership to determine hardware solutions
- Oversee and maintain end user computing server infrastructure and software
- Oversee and provide training to other staff members
- Work independently and requires only general supervision
- Manage and integrate Endpoint software patching solutions
- 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 duties as assigned by the Director of Information Technology and Customer Support
- 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

LICENSES, TOOLS, AND EQUIPMENT:

Computers and peripheral devices, such as printers and scanners.

ENVIRONMENTAL CONDITIONS:

Must be able to push, lift, carry, and/or use the above equipment.

REQUIRED QUALIFICATIONS:

- Bachelor's Degree in Computer Science, Computer Engineering or related field OR Associate's Degree in

a related field with two years' relevant experience in an information technology position, 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 Active Directory
- 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

PREFERRED QUALIFICATIONS:

- 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.