Job Code: 101671
Position #: (PSA) (E)
Developed by: KK
Reviewed by: DLJ
Approved by: LK
Date: 09/14/23

UNIVERSITY OF RHODE ISLAND
POSITION DESCRIPTION

TITLE: Manager, IT Communications

DIVISION: Academic Affairs (Information Technology Services)

REPORTS TO: Chief Information Officer, Information Technology Services

GRADE: 15

SUPERVISES: Student staff as needed

BASIC FUNCTION:

Responsible for information technology communications material management and delivery, including the planning and development of multi-modal, multi-channel, audience-specific messaging.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Plan and produce internal URI messaging, including newsletters, announcements, advertising material and advocacy materials.

Help develop a strategy of individualized, personalized communication strategies that promote effective message delivery to target audiences.

Work with members of the IT leadership team to help craft concise, effective, simple, non-technical messaging for presentations and announcements.

Collaborate with the IT Training Manager to develop effective training materials and serve as the editor for our knowledge base.

Work with Communications and Marketing in a collaborative relationship to ensure that all IT communications support university branding and messaging efforts, as well as help channel IT news of interest to audiences beyond URI.

Work with IT project managers, IT change managers and IT communication managers to facilitate the delivery of communications materials for new IT systems and products.

Asses the efficacy and adequacy of communication resources and use the principles of constant process improvement to guide prioritized updates and reformulations of existing approaches, materials, and methods.

OTHER DUTIES AND RESPONSIBILITIES:

Work with the IT leadership team and distributed IT to maintain an awareness of medium and long-range planning efforts for new deployments.

Maintain proficiency in IT skills for assigned systems, industry trends and terminology used to support and deploy IT communications channels.

Perform other duties as needed in a fast-paced environment in which technology changes rapidly.

LICENSES, TOOLS, AND EQUIPMENT:

Various material development software, IT service management tools, learning management systems, web development tools, and reporting and analytics software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of two years' experience developing a range of IT communications materials; Demonstrated experience in customer-oriented interactions and communication; Demonstrated experience working with both technical and non-technical staff and stakeholders; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated technical communication skills; Demonstrated ability to work both independently and collaboratively; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Bachelor's degree in Communications, Marketing or related field; Demonstrated experience in higher education; Demonstrated IT communications experience (particularly in an environment with diverse messaging needs); and, Demonstrated experience and engagement in current IT/technological trends.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.