UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Manager, University Computing Services/Operations

DIVISION: Academic Affairs (University Computing Services)

REPORTS TO: Director, University Computing Services

GRADE: 15

SUPERVISES: Technical and clerical support staff

BASIC FUNCTION:

Schedule and direct the operations of the central University computer installation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Coordinate the operations of the Command Center. Develop operational techniques for the service, including diagnosing, reporting, resolving, and notification of system and statewide functions of client server and network systems.

Work with the managers of UCS and MTS in the distribution of equipment and software over the servers, and provide documentation of changes within the operations area.

Coordinate multifaceted projects for major academic and administrative computing facilities on campus.

Oversee and coordinate operational facilities consisting of a multi-computer, networked environment providing services and support for academic and administrative functions.

Coordinate maintenance and repair for all computer and computer-related hardware.

Coordinate optical mark scanning systems for University-wide grading of exams.

Coordinate and oversee staff involved in providing seven day, 24-hour support for centralized University computer services.

Schedule and supervise student employees (computer operators and input/output dispatchers); develop and conduct student help training programs.

Manage the data backup and retrieval file system.

Make recommendations for improving the efficiency of computer room and dispatching operations.

Review and document hardware and software maintenance agreements and renewals or new purchases.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers, word processing, database management and spreadsheet software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Required: Bachelor's degree; a minimum of five years of prior work experience in a large computer center in the area of computer operations, which included overseeing the operations of a large-scale computer system, the scheduling of production jobs, and the establishment of backup and recovery procedures; two years of experience working with multiple operating systems and software for academic and administrative applications; project management skills; knowledge of infrastructure related to the environmental controls found in an operations room; demonstrated ability to communicate effectively verbally and in writing; strong interpersonal skills; demonstrated ability to organize, coordinate and supervise support staff . **Preferred:** Master's degree; knowledge of accounting; computer operations experience in an academic setting.

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