

Class Code:0630
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Developed by:TB
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Approved by:LK
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UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Manager, IITS/Desktop Technology Services
DIVISION: Academic Affairs – Office of Information Services
REPORTS TO: Director, Information and Instructional Technology Services
GRADE: 15
SUPERVISES: Information Technologists and other personnel providing desktop technology services to students, faculty, staff and external partners.

BASIC FUNCTION:

Plan and manage activities and goals in support of University desktop computing technologies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for managing and coordinating hardware, software, and peripherals for University desktop computing functions (including laptop computers). This includes coordinating response levels for desktop technology services on the campus; recruiting, hiring, training, and supervising student workers; maintaining spreadsheet schedules/records regarding University desktop holdings, and staying current with desktop technology thinking and directions nationally.

Supervise technologists who recruit, hire, train, and supervise student workers.

Analyze the desktop information technology needs of a university unit and determine appropriate solutions.

Provide authoritative technical consultation to on-campus technologists in the various units of the University.

Stay current on desktop security issues, including anti-virus/worm solutions and intrusion prevention applications/devices.

Coordinate activities and responses with the OIS Help Desk and first-level technology support in the University Colleges, programs, and administrative offices.

Manage desktop/laptop refresh initiative; propose “business” solutions for desktop/laptop refresh and/or new directions.

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Manage various technology and projects directly related to desktop technology and computing labs such as Pay-for-Print devices and client applications.

Plan and manage hardware installation, configuration, operation, maintenance and repair process for computers and peripherals in computing labs/clusters.

Collaborate with departments and colleges in identifying desktop computing needs and establish liaison relationships where appropriate to meet specific support requirements. In some cases, supervise the distributed support in departments and colleges.

OTHER DUTIES AND RESPONSIBILITIES:

Respond to emergencies outside of normal working hours as needed.

Maintain high level of understanding of current developments in the assigned area of responsibility and anticipate future needs associated with desktop computing technology.

Perform other related duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal computer hardware and software, operating systems, printers, desktop security, and desktop business models in higher education.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions, however, the individual must be able to work safely in an environment with possible exposure to electrical hazards.

QUALIFICATIONS:

Required: Bachelor's degree; 6 years' experience in an information technology position or in a position that included a substantial amount of information technology work; demonstrated ability to understand and support needs of classroom instruction and campus administrative activities; extensive experience in use of and ability to explain desktop computer hardware, operating systems, and applications software (Windows and/or Mac platforms); evidence of having had experience in performing duties and responsibilities with only minimal supervision; strong customer service orientation (preferably in higher education), with excellent interpersonal skills and the ability to communicate effectively verbally and in writing; ability to organize, coordinate, and supervise support staff; must provide own transportation; ability to train students and support staff; ability to coordinate and motivate large numbers of student workers; ability to respond to emergencies outside of normal working hours as needed. **Preferred:** Master's degree; experience in the areas of teaching; extensive experience in explaining or providing instruction in use of software applications used in an academic computing environment; extensive experience in preparing reports and presentations; experience in the design of effective information technology systems and/or services.

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