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Developed by:.....PW
Reviewed by:.....SG
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UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Manager, Ram Computers, Technology and Service Center

DIVISION: Student Affairs

REPORTS TO: Assistant Administrator, URI Bookstore

GRADE: 10

SUPERVISES: (1) Customer Services Rep. (Ram Computers), (1) Bookstore Clerk and up to (25-30) Student employees

BASIC FUNCTION:

Plan, direct, and coordinate all operations of the Ram Computer Store within the University Bookstore retail areas. Manage the store's daily operations. Plan/prepare the inventory for the resale of all technology products and services. Develop and maintain compliance with all reseller agreements and warranty repair certification with Apple, Dell, HP, Safeware, and other technology product vendors, and supports University policies and procedures related to procurement guidelines. Responsible for meeting the financial objectives of Ram Computers. Oversee the coordination and systems support of the overall URI Bookstore operational software applications. Serve as liaison to the Division of Student Affairs for technology expertise and online learning technology products for the course material department in the URI Bookstore.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Oversee and lead Ram Computer staff as a self-sustaining financial retail and service center for the campus community.

Develop and implement programs that will facilitate sales and support to students, faculty, staff, and departments through Ram Computers and our on-line store.

Monitor and maintain all price protection programs offered through our reseller agreement vendors. Manage and maintain our Apple Campus Store agreement in collaboration with Apple's Account Executive, Administrator, and Assistant Administrator of URI campus store.

Perform monthly and quarterly sale projections and maintain inventory plans and budget to support Ram Computers revenue projections.

Coordinate and supervise monthly physical inventory of products. Oversee all vendor return authorizations for [RMA] and customer service repairs. This includes Apple or Dell warranty repair and Safeware Accidental damage program.

Hire and train student technicians to meet Apple and Dell certification for warranty service in the campus store.

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Maintain a working relationship with the University Information Technology Services, Media and Technology Services, University Computing Systems, and Division of Student Affairs Directors.

Serve as the first line resource for problem resolution or complaints related to our customers and service to the campus community.

Keep up-to-date with technology services including, but not limited to, Microsoft and Apple operating systems, various security applications, and Point of Sale (POS) PCI compliance guidelines.

OTHER DUTIES AND RESPONSIBILITIES:

Assist the Assistant Administrator in development and staff training sessions in the use of technology in their daily work responsibilities.

Help coordinate the implementation of the campus store operational software applications as updated release levels are provided.

Perform other related duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Computers, point-of-sale system, Mac and Windows operating systems, database management (Filemaker Pro Platform), Excel, and word processing software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Required: Bachelor's degree; three years of retail experience in a high-volume technology store operation; demonstrated experience using Filemaker Pro platform within the past three years; demonstrated proficiency in the use of MS Office Suite, including Excel, Word, PowerPoint; demonstrated experience in relaying information to customers concerning the use of desktop, laptop, and tablet hardware and applications; demonstrated customer service experience; demonstrated awareness and knowledge of trends, news, and upcoming releases of technology products; demonstrated experience working in a diverse community, including cultural and generational perspectives; demonstrated ability to supervise; demonstrated strong interpersonal skills; demonstrated strong verbal and written skills.

Preferred: Bachelor's degree in computer science or business management; a minimum of three years of experience in overseeing Apple Campus reseller agreements in higher education; demonstrated experience in using an interactive suite of retail software operational applications, including POS, general merchandise, and on-line store (e.g., MBS, Ratex, Sequoia); demonstrated clear understanding of product cost and determination in setting retail margins for merchandise and technician services; demonstrated knowledge of university accounting and information management systems (e.g., PeopleSoft, Oracle, Banner, or similar software applications).

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