

Class Code .....0711  
Position # (PSA) .....6514  
Developed by ..... LAD  
Reviewed by ..... SG  
Approved by:.....LK  
Date .....March 2012

## UNIVERSITY OF RHODE ISLAND

### Position Description

**TITLE:** Manager, Engineering/Computing Services  
**DIVISION:** Academic Affairs (College of Engineering)  
**REPORTS TO:** Dean, Engineering  
**GRADE:** 14  
**SUPERVISES:** Student Support Staff and technical staff as assigned

### **BASIC FUNCTION:**

Responsible for managing all aspects of the Engineering Computer Center and associated activities in support of the College of Engineering computing environment.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Establish and enforce policies regarding Computer Center activities; manage the implementation of these policies and services for the effective operation of the Computer Center.

Prepare and administer the Computer Center's budget. Responsible for the Center's entire procurement process and expenditures, including the following: interaction with vendors to determine the best hardware and software available; negotiation of leases, agreements and contracts; obtaining quotes; requisition and budget management utilizing PeopleSoft.

Evaluate and select hardware and software systems to ensure optimal computing activities; supervise personnel providing installation of systems, system maintenance and problem resolution. Oversee support of operating systems and servers including the determination of alternatives for various configurations of operating systems.

Responsible for providing central computing services, including user account management, disk usage, e-mail and Web services through student staff management.

Develop, implement and manage student staffing plan, including responsibility for entire employment process to include recruitment and selection, hiring documentation and job creation utilizing PeopleSoft, training and performance management, scheduling and supervising workloads, and assigning and managing student projects.

Supervise system programming tasks including installing and upgrading software packages, adapting software to needs of user community, and writing new, and modifying existing, programs as required.

Responsible for the College website including the following: content and software management; the implementation and management of online survey data collection; and development of new Web pages as required, in collaboration with other College staff members. Ensure compliance with University branding initiatives.

Develop and manage a proactive customer-oriented computing requirements program for the College, including all engineering departments and the Center. Recommend available options for effective use of computing resources for

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academic and research activities. Use available information to forecast future growth of computing requirements. Work closely with the Dean of the College and his or her representatives to develop a vision and strategic plan for the College's computing requirements, to include interaction with vendors, contractors, architects and engineers to implement the College's Master Building Plan.

Coordinate network connectivity within the engineering departments, assist with connectivity between buildings, faculty, staff and students.

Develop and distribute written documentation to publicize and encourage the use of resources and services available in the Center. Provide personal assistance to users; assist with outreach programs.

**OTHER DUTIES AND RESPONSIBILITIES:**

Attend technology-related University meetings.

Provide classroom instruction and training courses.

Engage in professional development activities to ensure knowledge, skills and abilities are contemporary.

Participate in project management and strategic planning activities.

Perform other related duties as assigned.

**LICENSES, TOOLS AND EQUIPMENT:**

Personal computers, servers, routers, printers/plotters, mobile devices; word processing, database management, spreadsheet, e-mail, Web, network, imaging and cloning, enterprise, graphics and engineering software applications; Windows and Unix.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**Required:** Bachelor of Science degree in a computer science/engineering related-field; minimum five (5) years of experience delivering and managing computing services in a technical/engineering environment with a Windows client system in a Unix-networked computer environment; demonstrated knowledge of application software and hardware used to support a technical/engineering computing environment, and demonstrated experience with general productivity application software, including database management systems; excellent verbal and written communication skills; strong interpersonal skills; demonstrated supervisory experience, including ability to organize, coordinate, and direct a support staff; demonstrated strong commitment to customer service; demonstrated successful experience in managing and leading technical teams in a computing environment; demonstrated project management skills.

**Preferred:** Master of Science degree in a computer science/engineering related-field; seven (7) or more years of experience delivering support in a technical/engineering computing services environment; experience in academic and research environments.

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