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Position #: (NUNC)(E)
Developed by: PS, FM
Reviewed by:KC,PS,FM
Approved by: LK
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UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Associate Director, Information Technology Support Services, Dining Services and HRL

DIVISION: Student Affairs

REPORTS TO: Assistant Vice President of Student Affairs & Director of Housing and Residential Life, Director, Dining and Retail Food Services

GRADE: 14

SUPERVISES: Professional, Technical and Administrative Support Staff and student workers

BASIC FUNCTION:

Direct the provision of information technology services for Dining Services (DS) and the Department of Housing and Residential Life (HRL). Support services include design, procurement, budgeting, deployment, implementation, and maintenance of a wide range of networked computing applications and devices accessing a large suite of integrated software applications used by these departments to enhance their efficiency as well as deliver products and services to their customers. Collaborate on IT initiatives with internal and external vendors and consultants.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Recruit, hire, supervise, train, and review the performance of all HRL and Dining Services IT support staff.

In conjunction with Dining and HRL Directors, ensure IT budgets align with departmental objectives.

Provide technical management consultation and IT-systems review and update to the departmental leadership group on a bi-annual basis, including preparation and presentation of reports containing metrics of IT systems performance.

Design, coordinate and track projects and resources, including personnel and funding related to the replacement of, as well as the installation of, all new information technology-based systems for DS and HRL. Ensure the compatibility of these systems with the strategic objectives and operational needs of these two departments. Provide authoritative technical support for, and management of, the departments' IT hardware, including both wired and wireless communication infrastructure, servers, workstations, mobile devices, security devices, presentation devices and output devices (e.g., printers, plotters, and digital signs).

Provide high quality customer-centric technical support to a broad range of users, with varying skills, across a broad range of software applications and hardware devices in an environment of constant and significant change in an automated trouble ticket environment.

Remain current with all information technology developments at the University to ensure compatibility of DS and HRL IT with University-based IT, as well as with the means to efficiently support these systems. Ensure that department systems and developments are consistent with the policies and practices of URI ITS and the URI ISO. Serve as the departments' liaison to these other University and University affiliated organizations. Regularly participate in UTN and serve as representative for both departments on the IT steering committee.

Preserve data and IT assets by implementing disaster recovery and back-up procedures and information security and control structures.

Regularly attend the user conferences and participate in the user groups of the major applications used by DS and HRL to ensure that the departments take advantage of application development, as well as ensuring the departments' IT staff training is current.

Maintain professional and technical knowledge by attending educational workshops, by reviewing professional publications, by establishing personal networks, and by participating in professional societies.

OTHER DUTIES AND RESPONSIBILITIES:

Design and oversee training programs related to the departments' IT resources for the departments' customers, staff, and other stakeholders.

Participate in department-wide initiatives and perform other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Usage and support of a broad range of computer-based hardware, including Workstations, Servers (real and virtual), cell phones, WAPS, card readers, copy machines, printers, digital displays, wired and wireless entryway locks and multiple operating systems supporting all the departments' applications from Productivity Software to their Enterprise Applications. Computer/audio/ networking hardware and wiring.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree in Management Information Systems, Business Administration or Management with a minimum of six years' experience, OR, Master's degree in Management Information Systems, Business Administration or Management and a minimum of three experience; Demonstrated experience in design, installation and maintenance of administrative computing systems in higher education; Demonstrated working knowledge of Business Process Reengineering (BPR); Demonstrated experience providing authoritative IT support services to clients with varying needs and a range of IT applications; Demonstrated experience overseeing IT projects in a higher education environment;

Demonstrated customer support experience an IT service and support environment; Demonstrated ability to provide IT services to college students; Demonstrated supervisory experience; Demonstrated experience managing complex tasks in a deadline-driven environment; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency with written communication skills; Demonstrated ability to interpret and adhere to institutional policies, plans, objectives, rules and regulations, and standards and communicate the interpretation to subordinates and others; Demonstrated ability to work diverse groups/populations; and, Demonstrated experience with the deployment and support of identity management and secure transaction technology solutions (i.e., Windows Server OS; Windows OS; Oracle; Cbord Odyssey Direct; Cbord Food Service Suite; Oracle/Micros Point of Sale Systems; Datacard Trucredential; Persona Campus Online; PeopleSoft; Adirondack Solutions: The Housing Director; Axis and Avigilon CCTV surveillance, and/or Active Directory Administration Tools.)

PREFERRED: Demonstrated experience with Time and Attendance Applications; and, Demonstrated experience with Postal Service Software for both non-governmental receipt of USPS and receipt of deliverables from Amazon, FedEx, and other carriers; Demonstrated supervisory experience with staff in the delivery of IT services and support in a higher education environment; Demonstrated experience with eRezLife, EZTrack-It, and Debian Linux; Demonstrated experience with Peoplesoft and Cold Fusion; and, Demonstrated experience with WordPress and File Maker Pro.

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