

Job code: 101510
Position #: (PTAA)(E)
Developed by: MR; MM
Reviewed by: KK; DLJ
Approved by: AMC
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**UNIVERSITY OF RHODE ISLAND
POSITION DESCRIPTION**

TITLE: Information Technology (IT) Project Leader
DIVISION: Academic Affairs (Information Technology Services)
REPORTS TO: Director, Information Technology Services (ITS)
GRADE: 14
SUPERVISES: Support Staff, students

BASIC FUNCTION:

Lead development, implementation and maintenance of complex information technology projects or strategic initiatives to solve problems and provide information technology services. Collaborate within ITS and across university departments to coordinate and provide support to ITS customers, partners on all aspects of projects and service delivering including training and project management.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Perform the full range of the project management lifecycle: discovery, initiating, planning, executing, monitoring, and controlling, and closing.

Develop, program, maintain, and improve services that provide accessible and pleasing user experiences.

Serve as expert regarding scope and project objectives, solution's value and technology, as well as the single point of contact for facilitation and communication of project goals, deliverables, and schedules.

Coordinate with the necessary team members to plan and implement educational technology projects and professional development programs for the campus community on the tools and services provided by ITS.

Coordinate user groups to define departmental and institutional information needs.

Prepare analyses and/or feasibility studies of new and proposed systems.

Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure timely completion of project.

Ensure work completion within schedule, budgetary and design constraints.

Develop training programs for customers and co-workers and develop the materials and tools necessary to deliver the training.

Provide customer and co-worker support and training for assigned tools and systems.

Provide authoritative assistance to customers, leadership, and direction and training.

Work with initiative, creativity, and attention to detail, and require only general supervision.

Support Learning Management Systems and educational technology support and tickets.

Conduct analysis and evaluation of customer requirements for new training and services on the services and tools.

Provide impact analysis and integration needs with other systems, functional workflows, departmental tasks.

Conduct independent feasibility studies of software and hardware systems and formulate proposals to management.

Stay current and research emerging and innovative new ed tech and make recommendations about new tools, maintaining a knowledge of assigned current tools and systems.

Keep abreast of current accessibility laws and policies as relates to the tools and training programs.

Provide hands-on support and training for faculty and staff in the ed tech tools and LMS systems managed by the TLS.

Work collaboratively with colleagues to leverage resources for successful project completion.

Make independent decisions within the confines established by sponsors/departments.

Manage the integration of vendor tasks and track and review vendor deliverables.

Provide technical and analytical guidance to project team.

Help coordinate and support on-going services request, tickets, and customer support sessions.

Work across numerous programs and divisions of the University, communicate effectively with less technically oriented functional area staff.

OTHER DUTIES AND RESPONSIBILITIES:

Work both collaboratively and independently, as needed.

Analyze and troubleshoot issues.

Attain highly specialized knowledge of a specific technology.

Maintain proficiency in IT skills for assigned systems, systems analysis and project control tools and techniques and industry trends and terminology used to develop and deliver systems.

Maintain a high level of understanding of campus trends and needs.

Meet training program and project deadlines and due dates.

Work independently with minimal supervision.

Flexibility to change priorities quickly and as needed based on changing campus priorities, as well as the flexibility to learn new emerging tools as they are launched and evaluate campus potential.

Other duties as needed in a fast-paced environment in which technology changes rapidly.

LICENSES, TOOLS AND EQUIPMENT:

Must be proficient in the use of various software and IT tools, computer workstation equipment, internet development tools, terminology, and practices.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Demonstrated project leadership or project management experience; Demonstrated attention to detail; Demonstrated critical thinking and problem-solving skills; Demonstrated strong verbal and interpersonal communication skills; Demonstrated proficiency in written communication skills; Demonstrated understanding of information technology procedures and practices; Demonstrated knowledge of information technology (i.e., applications, processes, software, hardware, and equipment); Demonstrated ability to work with technical teams and non-technical stakeholders; Demonstrated customer service skills; Demonstrated ability to work independently; Demonstrated experience in project leadership and organization; Demonstrated experience in technical communication;

Demonstrated ability to adhere to institutional policies, plans, objectives, rules and regulations, and standards; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's degree; Demonstrated experience in higher education; and, Demonstrated experience working with faculty.

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