UNIVERSITY OF RHODE ISLAND
POSITION DESCRIPTION

TITLE: Administrator, IT Applications and Systems

DIVISION: Academic Affairs (Information Technology Services)

REPORTS TO: Associate Director, IT Community Services

GRADE: 14

SUPERVISES: N/A

BASIC FUNCTION:

Lead the administration, coordination, and planning of IT systems, including applications, software, services, and tools. Manage system configurations, user roles and related items to ensure that systems meet the needs of our user community in an effective, professional, and efficient manner. Support training and manage documentation for the application. Engage, collaborate, and coordinate both within IT and across university units on all aspects of application service delivery. Support the University in achieving its vision and mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Perform the full range of the project management lifecycle on the implementation and maintenance of IT applications and systems.

Serve as a subject matter expert regarding scope and objectives, solution's value, and technology. Serve as the single point of contact for facilitation and communication of IT applications and systems.

Coordinate with the necessary team members to plan and implement IT applications and systems.

Coordinate user groups to meet departmental and institutional information needs.

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

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

Liaise with the appropriate IT and external staff on updates and implementations.

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

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

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

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

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

Provide technical and analytical guidance to collaborators.

Help coordinate and support on-going services requests, tickets, and customer support as needed for implementation and maintenance of IT applications and systems.

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

OTHER DUTIES AND RESPONSIBILITIES:

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

Stay current and research emerging and innovative new education technology and make recommendations about updates, new systems, novel approaches and solutions, and innovative advancement of campus systems.

Keep abreast of current security laws and policies related to the managed IT applications and systems.

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.

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

LICENSES, TOOLS AND EQUIPMENT:

Various software and IT tools, computer workstation equipment, internet development tools, terminology, and practices.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum four years of progressively responsible experience with IT system implementation projects and cross-unit collaboration; Demonstrated experience understanding and overseeing a range of IT services, software/hardware, and technology: Demonstrated experience in IT management processes and best practices; Demonstrated experience in customer-oriented interactions and communication; Demonstrated experience in complex business analysis of software and technology; Demonstrated experience working with both technical and non-technical staff and stakeholders; Demonstrated experience with organizational and institutional policies, plans, and standards; Demonstrated analytical and problem-solving skills; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated technical communication skills; Demonstrated ability to work independently and collaboratively; and; Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's degree; Demonstrated experience in higher education; and, Demonstrated experience and engagement in current IT/technological trends.

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