



**RHODE ISLAND COLLEGE
JOB DESCRIPTION**

Position classification: PSA
Date created or revised: 5/4/2023
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Junior Information Technologist II
Status: Full-time, (May involve evening and/or weekend work as required)
Grade: 9
Union Affiliation: PSA@RIC (Professional Staffing Association)
Reports To: Manager, User Support Services, Customer Support

PRIMARY PURPOSE:

The Junior Information Technologist II will implement and maintain information technology systems. Provide technical assistance to on-campus and remote customers. Plan and implement departmental projects. Provide associated clerical and logistic support as required.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Install, troubleshoot, and maintain application software, desktop and mobile operating systems and related hardware.
- Provide technical support for multimedia facilities for instruction and special events.
- Analyze the information technology needs of an individual, department, area or campus and determine, plan, implement and maintain appropriate solutions.
- Document work with call-tracking and other departmental software applications.
- Provide faculty support for curricular integration of technology.
- Create and publish print or web-based documentation.
- Distribute and support audiovisual/multimedia equipment.
- Maintain a high level of understanding of current developments in the assigned area of responsibility and anticipate future needs.
- Maintain an active commitment to professional development.
- Consistently develop and exhibit a friendly, positive, user-focused, customer service attitude.
- Work non-standard shifts, including evening and weekend shifts and provide on-call telephonic or pager support as required.
- Assist with the training and mentoring of student employees/technicians at ITS Help Center.

Occasional Job Functions:

- Assist with the training and mentoring of student employees/technicians at ITS Help Center.
- Perform other duties and responsibilities as assigned by the Manager, User Support Services, Customer Support.

REQUIRED QUALIFICATION STANDARDS:

Education: Bachelor's degree

Experience: One year of experience in an information technology position *or* two years of experience in a position with a substantial amount of information technology work.

- Demonstrated work experience providing excellent customer support and service.
- Demonstrated work experience providing computer support and multimedia equipment support.

Skills, Knowledge and Abilities:

- Demonstrated knowledge of one or more desktop operating systems.
- Demonstrated knowledge of job appropriate application software.
- Working knowledge of audiovisual/multimedia equipment.
- Excellent oral and written communication skills.
- Must be able to work collaboratively as a member of project teams.
- Strong commitment to customer service.
- Be able to effectively support a diverse community of end-users.

Preferred:

- Bachelor's degree in CS, CIS, Engineering or related discipline.
- Demonstrated experience providing excellent customer support and service.
- Experience with networking, desktop support and e-learning.
- IT certifications, such as CompTIA A+, Network+, Extron AV Associate, Apple CSP or CTP, Microsoft MCSE or CEAA, etc.

ENVIRONMENTAL CONDITIONS:

The employee is not exposed to known adverse environmental conditions. Frequent lifting of boxes of informational material weighing approximately 35 pounds each.

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

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.