



Title: Junior Information Technologist  
Status: Fulltime (May involve evening and/or weekend work as required)  
Grade: 8  
Union Affiliation: PSA@RIC (Professional Staff Association)  
ReportsTo: Manager, User Support Services, Customer Support

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

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#### 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 a

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- 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 users.

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- Bachelor's degree in CS, CIS, Engineering or related discipline
  - Demonstrated experience providing excellent customer support service.
  - Experience with networking, desktop support and elearning.

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This position requires significant lifting, moving, inst 1 Tf -e Tf -e Tf -e Tf -e Tf -e Tf t Tf Itv2 509.2y>BDC -