



## RHODE ISLAND COLLEGE JOB DESCRIPTION

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 DESCRIPTION OF ANALYSIS: Analyze the information technology needs of an individual, department, and 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,

**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*