

RHODE ISLAND RESOURCE RECOVERY CORPORATION

Job Summary

This position reports to the Director of Information Technology and is accountable for the day to day administration and project management of Department initiatives. The primary objectives of this position are to assist the Department Director with ongoing administrative tasks, coordinate client support and to provide project management support for the IT Department. Incumbent works closely with the Senior Systems Engineer and Department Director. This position has no direct reports.

Major Responsibilities and Activities

The incumbent's responsibilities are two-fold: Administration and Project Management. Administrative responsibilities include, but are not limited to:

- Primary point of contact for end user support requests and inquiries
- Administer user accounts and permissions to network resources
- Administers phones and user voicemail accounts
- Manage service and support contracts with third party vendors
- Coordinates compliance with software license requirements
- Inventory of computer equipment and supplies
- Manage Department procurements
- Prepare, track and manage Department budgets
- Develop policies and procedures related to IT management and systems use and communicate same
- Audits IT controls and compliance with policies
- Administers enterprise reporting systems
- Administers the Corporation's phone system
- Coordinate support of accounting/financial, point of sale, fleet maintenance, and software systems between users and third-party providers
- Manage the ongoing maintenance and development of the Corporation website by coordinating with staff and third part development contractor
- Maintain high performance standards for internal and external customer service

Project management responsibilities are to support upcoming Department initiatives by coordinating with other Corporation departments, IT Department staff and third-party consultant vendors. This also includes procuring third party vendors, software and equipment.

Requirements

Bachelor's degree; highly capable with MS-Office applications; a basic understanding of information systems.

The ideal candidate will possess initiative, curiosity, and persistence, be well organized and have a strong attention to detail. No candidate is expected to have experience in all software applications utilized. However, the ability to quickly and independently learn numerous software applications and systems is necessary. Must work well with others and be able to communicate verbally and in writing to provide direction to end users.

Working Conditions and Physical Exertion

Usual office working conditions. Little physical exertion is required.

We have a great compensation package including medical, dental, pension, 457, PTO, life and disability. Qualified Candidates only. Please send cover letter and resume to humanresources@rirc.org by Noon August 20, 2019. E/O/E