Duke University School of Nursing
Job Description
HR Title: INFO SERVICES SPECIALIST
Working Title: IT Analyst II
Job Code: 0576
Job Level: 10
Updated 10/2023

Summary
The Information Technology Analyst II will collaborate with other support team members and, under the direction of the Manager of Computer Operations, provide high-quality advanced technical support to all areas of the school's information technology environment.

Supervisor
This position reports to the Manager of Computer Operations.

Essential Duties
1. Provide advanced technical assistance to the school's faculty, staff, and students with a high level of customer service. Meet the response time and quality of service standards set by the manager. Coordinate with other departments/vendors and infrastructure team members to resolve problems efficiently and accurately.
2. Deploy, maintain, and troubleshoot computers and related technology equipment. Configure devices following departmental standards and industry best practices. Set up and maintain local and network printers. Take a proactive approach to device maintenance that ensures minimal downtime.
3. Maintain software and hardware inventory for the School of Nursing. Maintain accurate and current records on equipment installation, removal, and repair. Identify and contact internal or external service organizations to effect repairs of hardware malfunctions.
4. Coordinate and conduct training sessions for faculty, staff, and students under the supervision of the manager. Provide focused, high-quality technology instruction through detailed preparation of instructional materials and presentation planning. Assume the HIPAA compliance role of security trainer for the school and utilize various instructional methods to educate faculty, staff, and students about relevant security policies and procedures.
5. Provide technical writing and documentation services to the department. In conjunction with the manager and the rest of the infrastructure team, create and maintain a clear and concise library of internal technical procedures and policies.
6. For information systems under direct control: Author, implement, execute, and periodically update System Security, Business Continuity and Disaster Recovery Plans to be consistent with Duke Medicine policies and standards regarding security and HIPAA compliance. For information systems that are not under direct control but impact the security of an information system for which are controlled, ensure that an OLA is executed.

Requirements

Work requires analytical skills normally acquired through two years post-secondary education in mathematics, computer science or a related field, or equivalent technical training in a computer-related field.

Preferred

Bachelor's degree or related IT certifications. Please note that any certifications must be up to date when applying.