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 manages and supports the technology needs of the School of Nursing. They are responsible for responding to, diagnosing, and resolving technical issues and service requests from students, faculty, and staff, with advanced expertise and problem-solving skills.

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. Log, track and prioritize support requests using ServiceNow. 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. Take ownership of reported issues, ensure proper documentation and collaborate with senior IT staff to drive timely resolution. Escalate unresolved issues to the appropriate external team when necessary. Monitor any escalated issues and communicate regularly with the issue requester.
3. Install, configure and maintain all Duke-owned hardware and software, including desktops, laptops, printers and applications used by DUSON faculty, staff and students.
4. Perform or coordinate hardware repairs and replacements when necessary. Develop and document steps for common issues for proactive care of Duke-owned equipment.
5. Plan and allocate technology resources effectively to meet the needs of the DUSON community.
6. 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.
7. 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.
8. 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. Update the Duke Health ServiceNow knowledgebase where applicable.
9. Recommend process improvement initiatives and take a leading role in projects to enhance service quality and efficiency.
10. Create, modify and disable user accounts as directed, ensuring that access permissions comply with Duke Health security policies.
11. 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.