

Duke University School of Nursing

Job Description

HR Title: User Services Specialist
Working Title: TAMS Operations Analyst
Job Code: 1465
Job Level: 11
Updated: April 25, 2023

General Purpose

Manage and provide operational support, including client onboarding and training, for TAMS. This includes, but is not limited to, development of system and software specifications and enhancement suggestions, documentation of products, services, and training materials, testing of new features and functionality, and planning, coordinating, and administering activities for the TAMS operations team. Primary responsibility for TAMS clients being on-boarded and trained in a timely manner that leaves the clients feeling well supported and as if they have received best of breed customer service and support. Develop and maintain the knowledge of TAMS to become a TAMS super user with deep and complete understanding of all functionality and features. Lead and implement marketing and lead generation tactics to support TAMS growth.

Supervisor

This position reports to the TAMS Operations Manager

Essential Duties

1. Responsible for implementing onboarding and training process at the direction of the TAMS Operations Manager. This includes but is not limited to: coordinating with TAMS and the client's IT staff; ensuring applicable TAMS staff are provided account guest access to the client system for set up purposes; scheduling and then running the onboarding and training sessions with the client, walking them through configuration options, demonstrating features and functionality to help the client make configuration decisions, and agreeing upon implementation and training timelines; configuring the client's TAMS instance; and uploading course and instructor files.
2. Serve as primary point of contact for customer support and product troubleshooting during and after the onboarding process. Ensure a high level of availability to clients and respond to questions or other client communications as soon as possible and as close to real time as is practical on the same business day.
3. Implement the project management plan in coordination with the clients to ensure TAMS is fully implemented within the client-identified timeline.
4. Participate in release management duties related to test plans, testing, and remediation.

5. Develop and maintain the knowledge of TAMS to become a TAMS super user with deep and complete understanding of all functionality and features.
6. Plan and conduct periodic follow up with clients to ensure they fully understand how to reap the benefits TAMS creates and have an exceptional service and support experience, resulting eventually in renewal of their license agreement. Provide feedback to TAMS Operations Manager.
7. Work with the TAMS Operations Manager to develop appropriate training and release materials for use across client continuum.
8. Serve as back up to the TAMS Operations Manager.
9. Serve as Marketing Lead for TAMS, devoting approximately a day per week on average to marketing activities, and accountable to the Vice Dean, Finance and Administration.

Function as the marketing project manager and maintain the list of marketing and lead generation initiatives and priorities with timelines. Ensure projects and initiatives progress on schedule.

Responsible for increasing qualified leads for the TAMS Client Engagement Manager. Design, write, create, implement many of the marketing and lead generation initiatives over time. Examples include: a) research conference booth options, making recommendations for approval, overseeing implementation and quality of final product, b) developing a lead generation campaign that targets “sister” schools within the client universities, including identifying the associate dean for academics (or equivalent) for 3-4 sister schools at each of the universities, adding the schools and contact info into Salesforce, writing solicitation email, tracking results and modifying as needed, c) redesign the TAMS website and either build it in WordPress or oversee project of it being built.

10. Perform other related duties incidental to the work described herein.
11. Ensure security of technology solutions:
 - For information systems under direct control: Author, implement, execute, and periodically update System Security, Business Continuity and Disaster Recover Plans to be consistent with Duke health policies and standards regarding security and HIPAA compliance. For information systems that are not under your direct control but impact the security of an information system for which you control, ensure that an OLA is executed.
 - Assist with the administration, validation and review of users and system accounts, access controls, audit logs to maximize system security and data confidentiality when assigned.
 - Research and remediate generic and system-specific vulnerabilities.

Requirements

Education/Training: Work requires a bachelor's degree in business management, business analysis, or equivalent coursework or technical training.

Experience: Work requires three years of experience in customer service, project management in a technical support role preferably in an academic or commercial software environment to acquire skills necessary to plan, coordinate, and implement a variety of program activities and events. Requires one year experience with data management and Microsoft Excel. Requires one year of experience working in a collaborative, customer-centric academic environment.

Or an equivalent combination of relevant education and/or experience.

Skills:

- Ability to work independently, and effectively manage complex projects with limited supervision.
- Extensive customer service and interpersonal skills with the ability to creatively problem solve, and nurture relationships with existing and prospective clients.
- Understanding of marketing and sales data to identify trends and make recommendations for adjustments to strategies in order to accomplish organizational objectives.
- Ability to learn and translate technical product information into customer-centered marketing and training materials and presentations.
- Knowledge of business and managements principles involved in strategic planning, resource allocation, and project management.