Duke University School of Nursing
Job Description
HR Title: Analyst Programmer I
Working Title: TAMS Operations Analyst
Job Code: 1747
Job Level: 12
Updated: April 2025

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 includes providing customer support and onboarding and implementation in a timely manner that leaves the clients feeling well supported and as if they have received exceptional customer service. Develop and maintain the knowledge of TAMS to become a TAMS super user with deep and a complete understanding of all functionality and features.

Supervisor
This position reports to the TAMS Operations Manager

Essential Duties

1. Serve as the primary point of contact for customer support and product troubleshooting for licensed clients. Ensure a high level of availability to clients and respond to questions or other client communications as soon as possible, as close to real time as is practical in the same business day, and at the direction of the TAMS Operations Manager.
2. Responsible for developing and implementing the onboarding and training process at the direction of the TAMS Operations Manager. This includes but is not limited to coordinating and scheduling project meetings with client stake holders and managing implementation and training timelines; implementation and configuration of TAMS instances including data management activities; providing updates and project status to the TAMS team and client teams; managing risk and triaging or escalating as needed, and providing consultation and training as needed.
3. Implement and manage the project plan in coordination with the client 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, coordinate, and execute the retention plan to ensure clients continue to understand how to obtain the greatest value from the TAMS product and nurture and maintain the client's

goals.

7. Provide an exceptional customer service and support experience. Provide status and feedback about support to TAMS Operations Manager.

8. Work with the TAMS Operations Manager to develop appropriate training and release materials for use across client continuum.

9. Serve as back up to the TAMS Operations Manager.

10. Responsible for the data management activities of learning, coordinating, developing, and importing data for the TAMS application. This includes coordinating with clients and triaging with the team members to develop a common understanding of data specifications and configuration and importing data into the TAMS application database through approved processes and workflows. Adhere to all data management processes and workflows at the directions of the TAMS Operations Manager.

11. Responsible for the coordination and implementation of the technical requirements during onboarding and implementation. This includes but is not limited to coordinating with internal and external technical resources to manage and implement the technical requirements as defined in the TAMS Technical Setup documentation.

12. Ensure security of technology solutions:

    a. 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.

    b. 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.

    c. Research and remediate generic and system-specific vulnerabilities.

13. Perform other related duties incidental to the work described herein

Requirements

Education/Training: Work requires a Bachelor degree in mathematics or computer-related field, or equivalent coursework or technical training.

Experience: Work requires one year of programming or analytical experience with knowledge of several computer languages, programs or systems.
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.