

Duke University School of Nursing Job Description

HR Title: Manager, Computing Operations

Working Title: Manager of IT Service Desk

Job Code: 2380

Job Level: 12

Updated: 02/2024

Summary

The Manager of Computing Operations is responsible for day-to-day management of IT functions including, but not limited to security of systems and data, desktop support, hardware and software maintenance, support for student and employee computing needs and multimedia services.

Supervisor

This position reports to the Director of Information Technology

Essential Duties

1. Manage all aspects of information technology (IT) customer service for the School of Nursing. Create, implement and refine as needed processes that demonstrate a highly customer-service oriented culture by the school's IT support staff. Ensure timely resolution of all IT issues with successful performance metrics related to response times, professionalism and times to resolve.
 - Direct management and supervisory responsibility for IT Service Desk Analysts and interns.
 - Responsible for implementing a customer service model maintaining or exceeding existing service levels (ServiceNow customer survey responses > 4.5 average).
 - Regularly train IT support personnel in effective customer service techniques.
 - Meet with users who have experienced a service level below expectations to ensure that their needs are met.
 - Hold IT Service Desk Analysts accountable for meeting defined service level metrics, including % issues owned, % issues resolved, time to resolve, time to respond and any other KPI metrics used to determine effectiveness.
2. Manage all software used at DUSON
 - Maintain an inventory of software purchased at DUSON including license management and support agreements
 - For each software application used by DUSON, serve as administrator who can manage all user licenses, data access, user privileges and billing
 - Serve as the DUSON technical support representative for each software package used
 - Serve as liaison between DUSON and OIT/DHTS for all Duke enterprise software
 - Serve as DUSON Project Manager for all Duke enterprise software system upgrades to ensure that DUSON's unique requirements are met
3. Provide backup AV support for classrooms, conferences, and events.
4. Provide advanced level support assistance to the school's faculty, staff and students with a high level of customer service both at the desktop and in the classroom. Coordinate with other departments/vendors and other infrastructure team members to resolve problems in an efficient and accurate manner. Serve as escalation point for all IT issues within the School of Nursing.

5. Develop and promote training for all DUSON technology in a variety of asynchronous and synchronous delivery options
6. Maintain liaison with representatives of other medical center and university information technology operations, professional organizations and equipment manufacturers to ensure utilization of current principles and techniques. Attending various University and Duke Health meeting
7. Recommend and/or provide input for various personnel actions including, but not limited to, hiring, performance appraisals, promotions, transfers, and vacation schedules. Perform other related duties incidental to the work described herein.
8. Perform other related duties incidental to the work described herein.

Requirements

Education/Training: Work requires a Bachelor's degree in mathematics, computer science, or a computer-related field or the equivalent course work or technical training.

Experience: Work requires 4 years progressive experience in a computer-related field.

OR AN EQUIVALENT COMBINATION OF RELEVANT
EDUCATION AND/OR EXPERIENCE.