



## Duke University

Office of Information Technology

### Position Available

<b>POSITION TITLE:</b>	Analyst, IT (Technology Support Analyst, Tier 2)
<b>JOB CODE:</b>	2423
<b>JOB BAND:</b>	Band C
<b>JOB FAMILY:</b>	08 (Information Technology)
<b>WORK SCHEDULE:</b>	Monday-Friday, 8am – 5pm
<b>DEPT CONTACT:</b>	Debbie Deyulia ( <a href="mailto:debbie.deyulia@duke.edu">debbie.deyulia@duke.edu</a> ) 668-7728

### POSITION SUMMARY:

Provide customer service and technical support for the computing needs of Duke University and members of the Duke community as a second Tier IT analyst for the Office of Information Technology's service desk. Provide support for all cases that cannot be solved by service desk Tier 1 analysts by serving as a case manager and issue escalation point to ensure issue resolution, customer satisfaction, and knowledge capture.

### DUTIES & WORK PERFORMED:

- Provide second tier technical and customer support primarily via phone, web, instant messenger and email. Support includes email accounts, connectivity issues, operating system problems, enterprise applications, and a variety of desktop software packages.
- Provide expertise and guidance to OIT service desk staff in technology support knowledge, processes and procedures practiced by Tier 1 analysts.
- Monitor incident management queue (Remedy) for all incidents escalated from the Tier 1 service desk. For each incident, perform QA on troubleshooting steps taken to date; determine appropriate escalation path and assign incident to appropriate team for resolution; validate expected incident response and resolution times; and provide contact information directly to customers.
- Follow-up (via phone, email or in person) with technical response teams on incidents that have not been responded to and/or resolved in order to ensure highest level of customer service. Provide timely follow-up to originating customer and respond to inquiries and concerns they may have.

- For all escalated tickets, determine whether knowledge management artifacts, self-service or help desk tools, or published web site information could solve this incident in the future; provide key details for such improvements to appropriate work teams as needed.
- Work with colleagues and supervisors to ensure smooth communication and escalation flow during major outages during and after normal business hours.
- Provide direct technical support to technology support staff in partner IT units.
- Provide back-up coverage to Tier 1 during peak call periods (e.g., back-to-school).
- Mentor and provide technical guidance to Tier 1 analysts.
- Follow standard operating procedures and guidelines in relation to all work performed.
- Participate in regular team meetings and training sessions.
- Perform other related duties incidental to the work described herein.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other duties as required.

#### **SOFT SKILLS:**

- Constant attention to customer service
- Excellent time-management and organizational skills
- Exceptional customer service skills, including verbal and written communication skills
- Demonstrated ability to work as part of a team in a fast paced environment
- Self-motivated and goal-oriented
- Ability to work under minimal supervision
- Exceptional multi-tasking capabilities

#### **SUPERVISORY RESPONSIBILITIES:**

None

#### **QUALIFICATIONS:**

#### **EDUCATION:**

Minimum of associate's degree in computer related field and 2 – 3 years of technology support experience or an equivalent combination of education and experience in computer troubleshooting and customer support.

#### **EXPERIENCE & SKILLS:**

- Working knowledge and understanding of Duke's technology infrastructure, applications and tools, as generally gained through previous work experience in the OIT or similar service desk
- Demonstrated knowledge of IT business processes and procedures. Expertise in administrative and enterprise application support; knowledge of Duke and the internal working groups in OIT preferred.
- Experience in customer service and incident management tools (Remedy experience preferred)

- Expert knowledge of Windows and Macintosh operating systems, as well as strong familiarity with Linux/UNIX
- Expertise in Internet applications, including email software, web browsers, wikis/blogs, calendaring applications and networking concepts
- Demonstrated analytical skills, including computer troubleshooting techniques
- Demonstrated communications skills, both verbal and written

**WORKING CONDITIONS:**

Fast paced public work environment with constant customer contact

**DATE of POSTING:**

June 26, 2008

Pos #: 50471335

Req #: 400217708