



Position Available

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| POSITION TITLE: | Analyst, IT (Technology Support Analyst) |
| JOB CODE: | 2423 |
| JOB BAND: | Band C |
| JOB FAMILY: | 08 (Information Technology) |
| WORK SCHEDULE: | Sunday-Thursday, 3pm – 12am |
| DEPT CONTACT: | Vernon Thornton (vernon.thornton@duke.edu) 919-668-7708 |

POSITION SUMMARY:

Provide customer service and technical support for the computing needs of Duke University and members of the Duke community, including a focus on student computing support, while acting as a front line IT analyst for the Office of Information Technology's on-campus service desk. Provide both proactive and reactive support to IT and academic computing needs in a busy classroom/teaching and learning center, interacting appropriately with a wide range of university groups (students, staff, instructional faculty, and other IT professionals).

DUTIES & WORK PERFORMED:

- Provide 1st and 2nd level technical and customer support primarily via customer walk-in or appointment, but also in a variety of other methods, including, phone, web, instant messenger and email. Support includes email accounts, connectivity issues, operating system problems, spy ware/virus removal, classroom multimedia and instructional technology equipment; as well as support for various enterprise applications and a variety of desktop software packages.
- Enter new incidents and requests in the call-tracking database, as well as, monitor existing cases to resolution.
- Analyze, troubleshoot, and resolve incidents; escalate to appropriate support groups through the incident-tracking system as necessary.
- Collaborate with IT and frontline service providers from other supports units, including classroom support and library personnel in an integrated, cross-functional service desk.
- Work with colleagues and supervisors to ensure smooth communication and escalation flow during major outages after normal business hours.
- Mentor and provide technical guidance to student workers.

- Circulate laptops and other instructional technology equipment to Duke Affiliates, including testing equipment for proper functionality and maintaining inventory control.
- 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/or an equivalent combination of education and experience in computer troubleshooting and customer support.

EXPERIENCE & SKILLS:

- Experience in customer service and incident management tools (Remedy experience preferred)
- Possess a strong understanding of computers and software troubleshooting, including virus and spy ware removal
- Experience with mobile computing devices (iPods, smartphones, etc.)
- Expert knowledge of Windows and Macintosh operating systems, as well as a 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
- Knowledge of higher education IT environment preferred

WORKING CONDITIONS:

Fast paced on-campus public work environment with constant customer contact

DATE OF POSTING:

May 8, 2008

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