

## **IT/AV Analyst (Generalist)**

### **Duke Kunshan University**

#### **Job Description**

##### **Position Overview:**

This IT/AV Analyst (Generalist) is an information technology generalist whose primary duties are desktop, software and audio-visual (AV) support to the Duke Kunshan University faculty staff and students. The Generalist also needs to perform other duties related to network, system and application support for broad and diverse IT environment; utilize service level agreements with Duke University technical staff and/or vendors to receive additional support when needed.

##### **Report to:**

IT Operational Manager

##### **Essential Duties:**

- Responds to requests to resolve problems and assists users with IT and AV equipment and software, including academic and business environments.
- Provides desktop, software and AV support to Duke Kunshan University faculty, staff and students.
- Supports University Executive Education and other major campus events for IT needs.
- Seeks expert advice and technical assistance from Duke University technical staff and/or outside vendors depending on the workflow outlined in service level agreements.
- Monitors the Helpdesk Ticket system frequently and responds within a determined timeframe as outlined in service level agreements. The Analyst logs any progress or actions as he/she works on a problem and closes out the tickets when complete.
- Maintains the computer lab in the Library, by checking it on a regular basis to be sure all IT equipment and services are working, resolving any problems found and keeping the computer work areas clean and neat.
- Trains and assists users as needed on the use of Duke Kunshan University's classroom equipment and academic applications and communication tools.
- Works with minimal direct supervision. May often need to make independent and appropriate decisions regarding approaches to solving problems.
- Assists with special IT projects, setting up, removing or moving IT equipment/software in any

campus area, providing information to new students at orientation, and any other IT tasks or activities required by the University, in a wide range of enterprise and departmental level applications.

- Other tasks as assigned.
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

**Qualification:**

- BA or BS in Computer Science, or related field preferred, or an equivalent combination of education and experience.
- Must have excellent customer service and interpersonal communication skills while supporting end users and other IT staff members. Constant attention to customer service. Ability to communicate with all levels of end -user in both English and Chinese (verbal and written).
- Minimum of two years operational and technical experience in a medium to large -scale client/server environment, performing server support of operating systems (Windows, Linux). At least two years of experience performing desktop support of operating systems (Windows and Mac), including experience installing and troubleshooting a wide variety of academic and business applications. At least one year of experience managing classroom equipment and technologies.
- Basic knowledge on DNS, DHCP, AD, SSL, Domain Registrations, TCP/IP, IPv4, IPv6, etc.
- Understanding of conceptual network protocols used for Cisco, NAS, Firewall, and Wireless AP's.
- Experience using VTC Codecs, Audio Mixers, Control Systems, AV automation, Wiring, Amplifiers, Microphones, Projection systems, Video Cameras, and other A/V peripheral equipment; experience with web conferencing technology such as WebEx, Adobe Connect, Go2Meeting, Global Meet etc.; experience troubleshooting and repairing audio & video equipment in a large enterprise environment.
- Knowledge or experience with desktop management tools such as ZenWorks, TeamView, ManageWise, RDP, etc.
- Excellent teamwork skills, time-management and organizational skills
- Analytical and solution oriented, self-motivated and goal-oriented