

IT/Application Analyst
Duke Kunshan University
Job Description

Position Overview:

This IT/Application Analyst is an information technology generalist whose primary duties are desktop/LAN, enterprise software/application, and server support for Duke Kunshan University's administrative operations. The analyst is responsible for supporting endpoints/devices for DKU's administrative and professional staff; supporting key enterprise applications including Yonyou ERP, building management systems, communications technologies, access and security control systems; and working with outsourced service providers to ensure any systems they manage meet DKU's enterprise IT standards. The analyst will provide direct support and additionally use service level agreements with Duke University technical staff and/or vendors to leverage additional support when needed. This position requires a broad understanding of IT desktop/server systems, network and IT security concepts and best practices, excellent oral and written communication skills, organizational abilities, and strong interpersonal and customer service abilities. This position will primarily focus on providing operational support and management of Campus One Card System applications and services.

Reports to:

Associate Director - IT

Essential Duties:

- Responds to requests to resolve problems and assists users with IT equipment and software, primarily focused on administrative support operations (finance, HR, facilities, dining, security, etc.).
- Seeks expert advice and technical assistance from Duke University technical staff and/or outside vendors depending on the workflow outlined in service level agreements.
- Provides desktop, laptop and other endpoint support for DKU administrative staff. Includes provisioning/deploying devices, security/patch management, end user training, system repair/replacement, and other IT support duties.
- Supports enterprise and administrative applications for Campus One Card system, finance/HR (ERP), building management, security, access control, dining, hospitality, and voice communications. For administrative applications, the analyst provides end user support and guidance, performs

application configuration (super-user rights) and escalates problems and questions to service providers via service level agreements.

- For all enterprise systems, directly manages servers, databases and applications (DKU-responsible systems) to University/DKU standards or works with third-party/contract service providers (vendor/third-party responsible systems) to ensure University and DKU IT requirements and best practices for server and database management are met. Includes performing or verifying appropriate system administration, application administration and configuration, identity and access management, security, update/patching, support, network configuration, data retention, regulatory/legal compliance, and other DKU or Duke requirements are met.
- Escalates concerns about DKU-maintained or third party-maintained systems where required to the DKU IT Director or the DKU administration and leadership based on urgency, business risk and other factors.
- 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.
- Works with minimal direct supervision. May often need to make independent and appropriate decisions regarding approaches to solving problems, within the guidelines established for DKU IT support.
- Assists with academic, event/hospitality, and other A/V support when required as a member of the DKU IT staff; this includes support for 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.
- Works with the DKU IT Director to request assistance from DKU IT staff colleagues during critical periods for administrative operations.
- Works with the DKU IT Director, Duke University IT staff, and other resources to learn, understand and comply with DKU and Duke requirements on IT security, system/database management, sensitive/restricted systems and data, and other best practices for managing enterprise systems.

Required Qualifications:

Education

- BA or BS in Computer Science or related field preferred), or an equivalent combination of education and experience.

Experience and Technical Skills

- 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 experience with server and database administration (Oracle, MS SQL Server) supporting enterprise applications such as ERP (Yonyou), facility or building management, access control, security, video camera, hospitality/event, and voice communications systems.
- Strong knowledge of enterprise IT architecture including network concepts (IP address assignment, ports, protocols); security (firewalls, vulnerability assessment and remediation, etc.); endpoint management technologies (Microsoft SCCM preferred, or knowledge of systems such as ZenWorks, ManageWise, LANDesk, Altiris, etc.).
- Demonstrated experience working with sensitive and confidential data and systems in a professional, responsible manner. Shows appropriate understanding of system access levels (lowest privilege required, minimizing super-user right use, and similar concepts), access concepts (authentication vs. authorization), data security, backup best practices, and similar concepts.

Soft Skills

- Must have excellent customer service and interpersonal communication skills while supporting end users and other IT staff members.
- Excellent teamwork skills.
- Excellent time-management and organizational skills; self-motivated and goal-oriented.
- Analytical and solution oriented.
- Ability to communicate with all levels of end -user (verbal and written).
- Able to exercise a high degree of discretion on sensitive or restricted data.