



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 08/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Technical Support, Systems Analyst Healthcare/AV-HOU

JOB SUMMARY

Manages various tasks relating to the direct support of the nursing high fidelity simulation labs and classroom instructional technologies. The support analyst actively works to troubleshoot issues related to classroom technology, AV and software; nursing simulation hardware, AV, and software. The support analyst provides specialized training and develops technical training for simulation and classroom technologies. Technical assistance is provided to systems engineers in their support of campus technology systems and processes. Work is performed under general supervision of campus technology managers and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Technology & Houston Center Operations

Supervises: May supervise student assistants and temporary staff

ESSENTIAL DUTIES - May include, but not limited to the following:

- Completes computer classroom, classroom lab, and classroom related support issues.
- Maintains accurate inventory for computer classrooms, classroom labs, and classrooms.
- Coordinates planning for new technology initiatives and services.
- Integrates collaborative technologies and recording systems.
- Provides documentation and assistance for educating end users.
- Supports instructional initiatives related to multimedia.
- Coordinates multimedia applications across each campus and to external partners.
- Operates and coordinates interactive video classroom production and web-related course material.
- Provides maintenance support, in-house repair, and problem resolution on all medical simulation equipment.

- Provides on-call support for campus medical simulation events.
- Responsible for testing and troubleshooting audio and video conference/classroom control and monitoring operations.
- Assists with setup/management for telemedicine carts and peripherals.
- Coordinates use of testing software for researching new products.
- Responsible for writing and maintaining inventory and technical procedures for medical simulation and telemedicine equipment.
- Assists in creating standardized desktop images.
- Tests software for compatibility with standardized systems at TWU.
- Key member of the incident response team.
- Works with technology managers on projects as assigned.
- Provides mentorship to Technical Support Analysts by disseminating information and through advising and coaching.
- Develops and maintains current technical documentation and on-line help files.
- Provides a high-level of expertise and technical support to the entire University on information technology systems and services.
- Provides training to faculty, staff and/or students in a formal classroom environment.
- Installs services and supports desktop systems.
- Installs and services TWU supported hardware and/or digital devices associated with specific University initiatives.
- Assists users with technical training in Applications and Desktop hardware.
- Supports standardized software installation, including training and troubleshooting.
- Assists other teams within the Office of Technology.
- Performs onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommends and implements corrective solutions, including offsite repair for remote users as needed.
- Installs, configures, tests, maintains, monitors, and troubleshoots end-user workstations and related hardware and software in order to deliver required desktop service levels
- Assesses the need for and implement performance upgrades to PC boxes, including the installation of CPUs, I/O and NIC cards, hard disks, ribbon cables, hard drives, RAM, memory chips, CD-ROMs, etc.
- Collaborates with LAN technicians/network administrators to ensure efficient operation of the company's desktop computing environment.
- Where required, administers and resolves issues with associated end-user workstation networking software products.
- Receives and responds to incoming calls, tickets, text, and/or e-mails regarding desktop problems.
- Ensures that physical desktop connections (i.e. RJ-45 Ethernet jacks, RJ-11 telephone modem jacks, connectors between PCs and servers, etc.) are in proper working order.
- Prepares tests and applications for monitoring desktop performance, then provide performance statistics and reports.
- Assists in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
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- Assists in the implementation of institutionally appropriate and effective disaster recovery plans.
- Required to work a flexible schedule, including nights, weekends and holidays.
- Responds to emergency or on-call situations in a timely manner.
- Committed to providing quality customer service.

ADDITIONAL DUTIES

- Assists with functional support to end users for administrative technology.
- Assist students with questions on computer labs, as needed.
- Trains students/student workers on telemedicine and simulation operations.
- Assists end users with conducting video interviews.
- Provides University - or community - related services that may directly or indirectly impact institutional goals or initiatives.
- Performs other duties as requested.

EDUCATION

High school diploma or equivalent is required. Some college and technical short courses and seminars relating to computing and video conference or telepresence preferred. Associate's degree or Bachelor's degree preferred. ITIL/HDI, health care systems experience, and video conference certifications preferred.

EXPERIENCE

Five years hands-on experience with administration and support for computer, healthcare, and video conference systems. A combination of education or experience equivalent to a Bachelor in Computer Science, or a related field in technology.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge:

- Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical or professional discipline.
- The knowledge and/or technology used in the job changes frequently, requiring frequent study and training.
- Requires the examination and intermediate analysis of technology systems.

- Basic business principles and business and industry-specific terminology.
- Knowledge of modern computing, networking, and communication systems
- Understanding of technical systems unique to the medical/healthcare industry
- Ability to organize, work effectively, conceptualize, and prioritize goals
- Able to exercise independent judgement based on organizational policies and procedures
- Understanding of application installation
- Test system utilization
- Web streaming and archiving principles and options
- Understanding of federal and state laws pertaining to the Americans with Disabilities Act
- Software life cycle management
- Documentation systems operations for knowledge databases
- Demonstrate ability in website design and content updates
- Computer configuration modification, backup and restore
- Working knowledge of multiple web design technologies

Skills:

- Build Rapport
- Listening Skills
- Organizing and Planning
- Bus and bus configuration
- Central Processing Unit (CPU)
- DVD, CD-ROM, hard and floppy disk drives
- Monitor and graphics memory
- Motherboard
- Mouse and keyboard
- Operating systems (e.g., Mac and Windows)
- RAM/ROM
- Account management
- Configuration modification, backup, restore and location (e.g. registry, INI files)
- Directory, file structures and systems
- Input and output
- Installation of applications
- Operating system administration (e.g., monitoring, process control, threads, upgrades and patching)
- OS compatibility and interoperability
- Procedures for starting and stopping services
- Read and write permissions

Highly Preferred:

- Computer Aided Simulation
 - High Fidelity Simulation Manikins (ad-hoc network)

- Vital simulators
- Wireless Stethoscope (WiFi)
- Audio and Visual recording system setup, test
 - Video cameras
 - Cabling
 - Video software
 - Storage server
 - Debriefing – real time and post event
- Telemedicine simulation support
 - Remote connection
 - Audio and Video conferencing
 - Use and repair otoscope, Bluetooth stethoscope
 - Some medical terminology
- Knowledge of ParSystem, HESI testing software setup and support

Abilities:

- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to lead small teams.
- Ability to manage projects as assigned.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.
- Self-motivated and directed.
- Keen attention to detail.
- Analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to work in a team-oriented, collaborative environment.
- Strong customer-service orientation.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment. Daily exposure to PCs and networks.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex,

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sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.