Position Description

IT Applications Support Specialist

Overview:

CDISC is a global, open, multidisciplinary, 501c3 non-profit organization that has established standards to support the acquisition, exchange, submission and archive of clinical research data and metadata. The CDISC mission is to develop and support global, platform-independent data standards that enable information system interoperability to improve medical research and related areas of healthcare. Our standards are vendor-neutral, platform-independent and freely available via www.cdisc.org.

CDISC is a virtual organization with about 20 staff and contractors located primarily in the US with 5-8 staff working from our Austin, TX office. Most staff, including many of those in Austin, primarily work from home and several jobs involve frequent travel. In addition to our staff, CDISC supports several hundred globally-located volunteers who participate in our standards development and use our portal.

CDISC currently outsources our web site, e-commerce, Customer Relationship Management (CRM), e-mail, online training, SharePoint portals and Internet connectivity. The Austin office has rudimentary network capability. The primary responsibility for this position is to provide IT support for the CDISC staff and volunteers operating in our virtual environment as well as interaction with the external service providers who provide the applications we use.

Reports to:

Chief Technology Officer and VP, Strategic Alliances

Accountabilities of Position:

- Serves as primary point of contact for IT applications and infrastructures to support CDISC Operations and staff.
- Supports website development, SharePoint portal tools, and Microsoft Office tool development such as Excel macros.
- Provides Macintosh and Windows PC end-user support and services for CDISC staff. This includes responding to requests and problems, installing, monitoring, diagnosing, repairing, maintaining, and upgrading PC and office hardware, applications software and other IT equipment to ensure optimal performance.
- Interact with staff and external CDISC community members in a consistent, polite, and courteous manner to support IT hardware and application needs.
- Serve as primary point of contact for external service providers (including website hosting, Exchange, CRM, online training, SharePoint).
- Work with customers to resolve IT issues
- Assist communications staff in management of website content and applications.
- Support the administration of the SharePoint portal and develop portal tools to support workteam collaboration and content management.
- Develop Excel spreadsheet and simple application tools to support CDISC standards development activities.
- Occasionally participate in specific technology research and development projects.
- Develop documentation and coordinate training classes for staff on specific software packages and tools used by CDISC.
- Assist in development, implementation and enforcement of CDISC policies, interpreting state and federal Information Technology policies as needed.
• Stay abreast of current development in computer hardware and software.
• Provide support for smart devices such as iPhones, BlackBerrys and iPads as well as configuring devices for e-mail and calendaring.

Required Qualifications:

• Experience supporting hardware, software, and distributed staff in a small virtual environment.
• Experience using and supporting end users of Microsoft Office, Microsoft Exchange, and supporting and developing applications for SharePoint, Microsoft Office, and websites.
• Knowledge of Windows, Macintosh and handheld computer devices and peripheral operations, installation, and troubleshooting.
• Knowledge of working with remote access tools.
• Experience in IT customer service and/or help desk environment.
• Equivalent combination of relevant education and experience may be substituted as appropriate.
• Excellent interpersonal skills, including verbal, nonverbal and written communication skills.

Preferred Qualifications:

• A bachelor's degree in information technology, information management, or a related field.
• Familiarity with audio and video editing applications.
• Familiarity with remote work location management.

Working Conditions:

• Flexible hours acceptable, including occasional work from home, but will be based in Austin office.
• Rare but possible occasional nights and weekend work as required in special circumstances.
• Occasional overnight travel, less than once per month, may be required.