

## OIT SWAT : News & Information Consultant

---

This page last changed on May 13, 2011 by en25.

### Position Summary

The OIT News & Information Student Communications Consultant will help maintain the OIT Web site, and produce written and visual material used to keep OIT personnel and OIT customers (faculty, staff and students) apprised of changes in the services the organization provides.

### Duties & Work Performed

- Record audio and video stories as assigned, and prepare files for distribution via the OIT site and other sites (such as iTunes U and You Tube)
- Provide guidance on the best ways to communicate critical information about Duke's information technology infrastructure and services to students (including emerging social media, such as Facebook and Twitter), and assist with the design, development and analysis of customer surveys
- Research best practices for communication about IT issues at other universities
- Use the OIT issue tracking system to triage issues referred to the News & Information group, analyze issues identified and provide first level support to resolve these issues
- Consult with OIT service owners about changes to OIT services, and write short informative pieces targeted at OIT's various audience groups
- Perform other duties as assigned.

### Experience & Skills

- Excellent written and verbal communication skills
- Demonstrated aptitude and interest in learning about technology
- Experience with Web site design and maintenance, especially using a content management system
- Ability to work independently and without direct supervision (OIT's headquarters are in downtown Durham, and while we believe the duties of this position can be performed from campus, preference will be given to candidates who are willing to travel downtown occasionally.)

### Incentives

- Starting wage is \$10/hour, with opportunities for increases the longer you stay in the program
- OIT offers multiple opportunities for paid training and skill development for student employees

### How to Apply

Applications are submitted online from a link at <http://www.oit.duke.edu/help/swat/join.php>. Students with more questions can contact Erin Nettifee ([erin.nettifee@duke.edu](mailto:erin.nettifee@duke.edu)) for more information.