



## Web Program Manager

**Department:** Digital Programs and Client Services

**Salary:** Commensurate with qualifications and experience

**Position Availability:** Immediately

### Position Summary

Reporting to the Director of Digital Programs and Client Services, the Web Program Manager will play a lead role to establish a cohesive, effective, and achievable web program. The position will be responsible for oversight of the web program including shepherding web projects. This position will collaborate with various stakeholder groups, including those within Emory University Libraries, to identify standards, best practices, and quality control processes for Emory University Libraries web presence.

The Web Program Manager will be expected to prepare project proposals and business cases to gain approval of web projects for Emory University Libraries. Additionally, this position will work with others to develop recommendations for service management and operations once websites are production ready. Additionally, this individual will be asked to coordinate and work with third-party vendors associated with web development. The position may also coordinate and/or direct the work of staff, students, or consultants engaged in projects/initiatives related to the program.

### Essential Responsibilities & Duties

#### A. Program Management

- Coordinates multiple products and initiatives focused on the development and operations of a comprehensive web program for Emory University Libraries.
- Works closely with the Libraries' Project Management Office and project managers to track outcomes and facilitate communications with stakeholder groups for projects and initiatives.
- Develops/maintains product and program roadmaps, in consultation with LTDS Leadership, the libraries' leadership and wider library community (i.e. open source communities and vendor communities).
- Participates in and/or leads committees, task forces, and advisory groups related to the program.
- Represents program to internal and external customers and partners in coordination with LTDS leadership.
- Identifies needs for and contributes to policy development to support program operations.
- Partners with LTDS Leadership to maintain program's strategic alignment with overall technology portfolio, the Division's strategic goals, and the libraries' overall roadmap.

#### B. Product Management

1. Working with relevant stakeholders, develops service metrics and assessment plans (e.g. user experience research, analytics evaluation, etc.) to evaluate product success, challenges, or the need to sunset.
2. Articulates business or technical requirements from service owners, content owners, other product and program managers, software developers, system administrators, and additional stakeholders to inform ongoing programmatic needs.
3. Works with LTDS leadership to define service agreements; contributes to operational support as it relates to enhancements defined by service agreement roles.
4. Works with the Assessment and User Experience Department, recruiting, designing, and performing user experience research as appropriate.
5. Works with the Web Content Strategist to identify requirements for the ongoing support and maintenance of web content.

#### C. Product Development

1. Works with Library Technology to assess technical feasibility and determine resourcing needs for projects.
2. Participates in product development sprints, often serving as product owner, to articulate requirements and prioritize features, establish acceptance criteria, and coordinate testing with user bases.
3. Supports relevant library technology governance activities as needed to approve business cases.
4. Partners with the libraries' service owners, content owners, and end-users in workflow/business process design related to technology implementation.
5. Works with other product and program managers in LTDS to develop processes and best practices to enhance overall library IT service delivery.

#### D. Professional and Other Responsibilities

- Assists with the division's communication and reporting initiatives, such as InfoForums and annual reports
- Contributes to the general strategic planning process for the division
- Assists with other projects for the division
- Participates in appropriate professional and scholarly associations and organizations including maintaining membership and/or accreditation; attending meetings, conferences, workshops; and serving in appointed or elected positions.
- Maintains up-to-date professional knowledge and skills in areas related to primary job assignment as well as maintains general knowledge of current trends in higher education, academic libraries, and information and educational technology.
- Adheres to guidelines outlined in the *Handbook Governing the Librarian series for Faculty-Equivalent Librarians* to ensure appointment, appointment renewal and promotion-in-rank
- Participates in library and campus committees as appropriate for service purposes.

#### **Required Qualifications**

- ALA-accredited master's degree in Library and Information Science OR equivalent education and experience (subject expertise combined with appropriate teaching experience and/or library experience).
- Experience managing large-scale web projects and programs including web redesigns, content migrations, development of pattern libraries, development of user interface conventions across multiple web products, and content management system development.
- Experience producing artifacts for web related projects and programs such as product boards, wireframes, and stakeholder analyses.

- Demonstrated knowledge of web content management systems and standards including Drupal, Wordpress, WCAG, and W3C.
- Ability to take initiative and ownership of the web program to ensure goals and objectives are met, risks are identified and mitigated, and successes are recognized.
- Ability to build and sustain effective interpersonal relationships with library staff, faculty and students, off campus faculty and administrators, campus administrators, and third-party vendors.
- Evidence of analytical, organizational, communication, project, and time management skills and demonstrated ability to set priorities, meet deadlines, and complete tasks and projects on time and within budget and in accordance with task/project parameters.
- Demonstrated proficiency and capabilities with various technology applications and platforms such as Microsoft Outlook, Word, Excel, Access, PowerPoint or other productivity software; Zenhub; ServiceNow; Drupal; Adobe Creative Suite; Slack; and Lucidcharts.
- Commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse faculty and student population.
- Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.
- Demonstrated knowledge of current trends and issues in academic libraries, higher education, and relevant subject disciplines.
- Evidence of active participation, involvement, and leadership in local, state, regional, national, or international professional or scholarly associations.

### **Preferred Qualifications**

- Agile and Project Management Training and Certifications (CSM, CSPO, PMP)
- Experience working in alignment within established policies, procedures, and governance models.
- Demonstrated ability to establish or refine operational workflows across multiple business units
- Experience with IT Service Management frameworks and practices with a focus on continual improvement and effective management of services and products.
- Evidence of competence in strategic planning and in introducing and managing change in complex environments along with budget planning and administration, human resources management, and facilities and space planning and management in complex organizations.

### **Application Procedures**

Interested candidates should review the applications requirements and apply online at <http://apply.interfolio.com/88259> Requisition/Job Posting #88259.

Applications may be submitted as Word or PDF attachments and must include:

- 1) Cover letter of application describing qualifications and experience;
- 2) Current resume/vita detailing education and relevant experience; and
- 3) On a separate document list the names, email addresses, and telephone numbers of 3 professional references including a current or previous supervisor.

**Candidates applying by Monday, June 28, 2021 will receive priority consideration.** Review of applications will continue until position is successfully filled. Emory is an Equal Opportunity/Affirmative Action Employer

that welcomes and encourages diversity and seeks applications and nominations from women, minorities, people with disabilities and veterans.

### **General Information**

Professional librarians at Emory Libraries are 12-month faculty-equivalent positions evaluated annually with assigned ranks renewable for 3 or 5 years based on experience and background. Appropriate professional leave and funding is provided. Depending on educational credentials and position, librarians may be considered for a shared/dual appointment between the library and academic department as a faculty member.

Librarian appointees at Emory generally have educational credentials and professional backgrounds with academic library experience and/or disciplinary knowledge and demonstrate a commitment to continuous learning, professional engagement and involvement, research and scholarship, creativity, innovation, and flexibility. Such backgrounds will normally include a graduate degree from an ALA-accredited library and information science program AND/OR a discipline-specific master's OR doctoral degree. In addition to professional competence and service within the library in the primary job assignment, advancement and/or appointment renewal requires professional involvement and contributions outside of the library and scholarly activities. Candidates must show evidence or promise of such contributions.

Emory provides an extremely competitive fringe benefit plan that includes personal leave, holiday pay, medical and dental plans, life insurance, courtesy scholarships, and tuition reimbursement just to name a few. For a full list of benefit programs, please go to <http://www.hr.emory.edu/eu/benefits/>.

### **Description of Institution and Library**

Emory University is internationally recognized for its outstanding liberal arts college, superb professional schools, and one of the South's leading health care systems. Emory's beautiful, leafy main campus is located in Atlanta's historic Druid Hills suburb and is home to 7,836 undergraduates and 6,677 graduate and professional students.

Ranked among the top 25 Association of Research Libraries (ARL) in North America, Emory Libraries in Atlanta and Oxford, Georgia are comprised of 7 libraries, including the Robert W. Woodruff Library, which is home to the Stuart A. Rose Manuscript, Archives, & Rare Book Library; the Goizueta Business Library; and the Heilbrun Music and Media Library. Other libraries include the Atwood Science Commons, the Woodruff Health Sciences Library, and the Oxford College Library located on the Oxford Campus approximately 30 miles from Atlanta. Other libraries at Emory include the Pitts Theology Library and the Hugh F. MacMillan Law Library.

Emory's collections include more than 4.2 million volumes, 83,000-plus electronic journals, 704,535 electronic books, and internationally renowned special collections. The Rose Library is Emory's principal repository for rare and special materials. Home to over 250,000 rare books and over 15,000 linear feet of manuscript material, Rose Library's collections span more than 800 years of history—with particular depth in modern literature, African American history, and the history of Georgia and the South.

The Emory Libraries is a member of the Association of Research Libraries (ARL), the Coalition for Networked Information (CNI), the Center for Research Libraries (CRL), the Council on Library and Information Resources (CLIR), the Digital Library Federation (DLF), International Federation of Library Associations and Institutions (IFLA), and the Scholarly Publishing & Academic Resources Coalition (SPARC) as well as regional associations including the Association of Southeastern Research Libraries (ASERL), Georgia Library Learning Online (GALILEO), and the GETSM Consortium (a consortium of the University of Georgia, Emory, Georgia Tech, Georgia State University, and Georgia Regents University).

Emory provides an extremely competitive fringe benefit plan that includes personal leave, holiday pay, medical and dental plans, life insurance, courtesy scholarships, and tuition reimbursement just to name a few. For a full list of benefit programs, please go to <http://www.hr.emory.edu/eu/benefits/>.

Emory University is an equal employment opportunity and affirmative action employer. Women, minorities, people with disabilities and veterans are strongly encouraged to apply.

### **Diversity Statement**

Emory Libraries recognize diversity, equity, and inclusion as core values integral to achieving our mission to enrich the quality of life and advance intellectual discovery by connecting people of diverse backgrounds and experiences. We champion an inclusive work environment through competency training, reassurance of personal growth, restorative communication practices, and diverse recruitment and retention. We offer exhibits, collections, programming, and research assistance that speaks to the rich needs and identities of patrons from the Emory community and beyond. We encompass opportunities that strengthen these values. We invite you to bring your true self to the library and feel welcomed when you arrive.

**Emory University is an Equal Opportunity/Affirmative Action/Disability/Veteran Employer.**