Application Support Analyst II

Department: EUL: Library Technology, Robert W. Woodruff Library
Salary: Commensurate with qualifications and experience
Position Availability: Immediately (Full Remote)

Job Description

Emory University Libraries seeks an Application Support Analyst II to provide business/technical support to functional users, determining and solving issues related to library applications. Reporting to the Head of Library Core Systems in the Library Technology and Digital Strategies department, this position will interact on a consistent basis with analysts, project managers, database administrators, customers, divisional management, and vendors. This opportunity requires knowledge and skills in application of query language, web development tools, procedural development tools, relational databases, structured programming and understanding of the software development life cycle.

Professional Responsibilities

• 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.

Additional Responsibilities

• Supporting library applications and systems.
• Provide advice to team leads and staff about the functionality and optimization of library applications and systems in supporting the work of the Library.
• Collaborate on effective incident management.
• Collaborate on continual service improvement.
• Communicate with vendors when appropriate for problem resolution.
• Identify and document system bugs and feature requests.
• Analyze, modify and maintain existing applications.
• Work closely with team members to provide feedback and input to help improve systems and products.
• Observe standards and guidelines.
• Identify training needs or requirements for yourself individually.
Preferred Qualifications

- Experience with integrated library systems, repositories, and related library technology products (such as Alma, Primo, Samvera, etc.);
- 3 or more years of experience as technology staff in libraries.
- Experience with ITIL concepts and practices.
- Experience with project management practices.
- Knowledge of library descriptive metadata formats (MARC, Dublin Core, EAD, etc.)
- Experience providing technical support to customers using cloud platform products and cloud solutions.

University Job Description:

Analyzes, codes/configures, and tests applications. Assists in developing applications specifications. Implements developed applications and provides customer support of applications. Performs other related duties as required.

University Minimum Required Qualifications:

Two years of information technology experience OR a bachelor's degree and two years of information technology experience. Positions in this classification may require a knowledge of one or more programming languages and/or a knowledge of an application and application tools.

Application Procedures

Interested candidates should review the applications requirements and apply online at https://staff-emory.icims.com/jobs/75350/application-support-analyst-ii/job

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 and minorities.

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.