EaglePrint Coordinator-Academic Technology Specialist II

**Department:** LITS: Student Digital Life, Robert W. Woodruff Library

**Salary:** Commensurate with qualifications and experience

**Position Availability:** Immediately

**Job Description**

This position will be primary support for EaglePrint, Emory’s enterprise student printing/copying/scanning service, managing print stations on both the Atlanta and Oxford campuses within libraries, computer labs, academic buildings, and residence halls. Specific duties include application administration, printer installations, end-user support, licensing, maintaining print servers, updating application software, assisting with printer package installations, maintaining accurate equipment inventories, coordinating with vendors, and reporting print statistics. This position works closely with library and lab managers to ensure consistent, high-quality print services.

- This position also assists with the day-to-day operations of our Student Digital Life team, working closely with teammates to supervise and train student employees, help with computer workstation management, provide Tier 2 support for the Student Technology Support desk, and serve as a backup for both our Computer Labs and Student Technology Support Coordinators.
- Analyzes, designs, recommends and implements divisional and school-wide efforts in specialized and advanced technologies that support the teaching and learning mission of the University.
- Consults with faculty to implement system enhancements and modifications.
- Provides system administration for academic systems and applications to ensure operability of services and provide a highly available, secure and robust academic technology infrastructure.
- Conducts advanced-level troubleshooting to mitigate impact of equipment failures and improve processes.
- Reviews and creates user guidelines and standard operating procedures for supported hardware infrastructure and academic applications. Evaluates diagnostics and monitoring tools, making recommendations on how to prevent incidents and outages.
- Designs and implements preventative maintenance processes and procedures.
- Leads software upgrades and equipment replacements to ensure system operability and up-to-date standards are met.
- Analyzes and shares data with staff and departments on repair and maintenance activity and associated expenses to assist with future planning. Researches software and hardware systems to build staff competencies and efficiencies and to ensure service level standards are met.
- Advises and consults with faculty to recommend best practices in classroom and instructional technologies.
- Assists in training student staff to provide agreed-upon and monitored service levels.
- Configures and maintains images and/or systems to ensure computers have up-to-date supported software and are properly secured.
• Prepares, organizes and deploys hardware upgrades and replacements.
• Develops and coordinates one-on-one and group training sessions to educate faculty, staff and students.
• Partners with vendors and departments on technology design.
• Performs related responsibilities as required.

Minimum Qualifications

A bachelor's degree and two years of experience in supporting computers, mobile devices, and/or video technologies, and equipment OR an equivalent combination of education, training and experience.

Preferred Qualifications

Must provide exceptional customer service, with strong interpersonal skills and the ability to multitask with frequent interruptions. Attention to detail, problem solving, and complex technical troubleshooting experience in addition to excellent oral and written communication skills are imperative. Must be able to interact professionally with a diverse group of clients and staff and communicate complex technical concepts to customers of varying technical experience.

• Strong background in printer management and print services in higher education is highly desired, as is experience with workstation and systems support.
• Working knowledge of ethernet and wireless networks, networked printing, and imaging solutions required.
• Must have knowledge of both Mac OSX and Windows platforms.
• Some night and weekend work may be required.

Application Procedures

Interested candidates should review the applications requirements and apply online at

https://staff-emory.icims.com/jobs/54470/eagleprint-coordinator-academic-technology-specialist-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.