Head of Staff Technology Training and Support

Department: EL: Tech Training & Support, Robert W. Woodruff Library

Salary: Commensurate with qualifications and experience

Position Availability: Immediately (On-Campus with possible Remote due to COVID-19)

Job Description

Emory Libraries seeks a customer service oriented professional and problem solver to serve in the role of Head of Staff Technology Training and Support. Reporting to the Director of Digital Programs and Client Services in the Library Technology and Digital Strategies division, the Head of Staff Technology Training and Support will oversee the Libraries' endpoint support functions, staff technology spaces, and the libraries' help desk functions. The Libraries place high value on both individual contributions and teamwork, the Head of Staff Technology Training and Support will be an essential part of the Libraries overseeing and implementing creative and impactful uses of software, endpoint, and space technologies to improve the working experience for the organization's staff.

Key Responsibilities

- Provide general supervision to the Staff Technology Training and Support department, ensuring the performance of all personnel, services and/or technology. Establishes working relationships with others in the division, collaborates on new technology needs or expands uses for existing technologies to increase functionality or efficiency.
- Provide project management support in collaboration with the Head of Project Management for small to medium size departmental projects, ensuring the proper and timely scheduling and allocation of resources, including staffing. Provide reports and communicate progress to manager.
- Manages help desk functions and ensures staff respond to support requests in a timely fashion; manages and Monitors ServiceNow queue, and routes tickets to appropriate personnel; supervises student employees to assist in the day-to-day operations of the libraries' help desk and the department.
- Manages staff who oversee media technology and services, including presentation equipment, sound and assisted listening systems, and other technology related to staff spaces; responsible for all staff space audio/video planning, including training and documentation for end-users.

- Manages a team that instructs and supports staff in the operation and basic maintenance of technology equipment, including training and documentation for end-users; develops an annual desktop refresh plan and budget in collaboration with leadership.
- Coordinates the creation of documentation, training, and other programming related to technology used by the libraries' staff.
- Responsible for ordering equipment and software; manages software licenses and maintains records. Ensures compliance with software licenses, including compliance and license management.
- 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.

Library Required Qualifications

- Excellent oral and written communication skills; as well as analytical and organizational skills.
- Strong knowledge and understanding of service delivery principles, including ITIL terminology, processes, and underlying methodologies.
- Experienced in leading change management activities and managing their impact across the organization.
- Experience with inventory management tools for endpoint, space, and asset technology management.
- Possess the ability to work in a collegial, collaborative work environment and maintain positive professional working relationships.
- Commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse staff 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.

Library Preferred Qualifications

- Experience working within a large academic or research institution library and evidence of successful execution of large-scale projects with said context.

University Job Description:

Reviews and advises management staff on information technology issues to ensure coordination of administrative procedures and systems throughout a division. Designs information systems and procedures to support division operations. Manages computer software development. Coordinates computer operations with other information technology support staff. May hire, supervise, and evaluate staff. Performs related responsibilities as required.

University Minimum Required Qualifications:

A bachelor's degree in computer sciences, management information systems or a related field and five years of information technology or systems support experience, OR an equivalent combination of education, training, and experience.

Application Procedures

Interested candidates should review the applications requirements and apply online at

https://staff-emory.icims.com/jobs/63365/head-of-staff-technology-training-and-support/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.