**Staff Position Posting**

**Student Technology Support Coordinator**  
(Academic Technology Specialist II)

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

**Salary:**  Commensurate with qualifications and experience

**Position Availability:**  Immediately

**Job Summary**

This position will be responsible for the day-to-day operations of the [Student Technology Support desk](#), which provides laptop and desktop support for all student personal computers and mobile devices.

**Job Description**

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**

Candidates must have working knowledge of current hardware and software packages in multiple operating systems (Windows, Macintosh), as well as computer network troubleshooting skills, hardware diagnosis experience, and computer and network security protocols. Experience with IT Service Management tools preferred. Some computer support for students in university residences and some technical support for summer residential conferences will be required. Will manage and direct the daily activities of student employees in the Student Technology Support office.

As part of Student Digital Life’s technical services team, this position will also work with fellow SDL staff to support public workstations and printers in the Computing Center at Cox Hall, the Woodruff Library Learning Commons, the Health Sciences Center Library Learning Commons, and other SDL labs and print hubs across campus. Effective communication skills and the ability to interact professionally with a diverse group of clients and staff is critical. Some nights and weekend work may be required. Some heavy lifting of items up to 50 lbs required.

**Application Procedures**

Interested candidates should review the applications requirements and apply online at

https://staff-emory.icims.com/jobs/49786/student-technology-support-coordinator-%28academic-technology-spec-ii%29/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.**