



## Academic Technology Specialist III

**Department:** EUL: Teaching & Learning Tech, Robert W. Woodruff Library

**Salary:** Commensurate with qualifications and experience

**Position Availability:** Immediately (On-Campus); The position will offer some flexible remote working days during the workweek

### Job Description

The Academic Technology Specialist III leads strategic division and school-wide efforts to identify and deploy technologies that support the teaching and learning mission of the University.

### Job Responsibilities

- Administers enterprise-wide systems and applications to ensure operability of services and provide a highly available, secure, and robust academic technology infrastructure.
- Designs support models; deploys equipment and infrastructure into supported rooms and facilities and/or deploys enterprise-wide software applications for use by the Emory University and Emory Healthcare communities.
- Monitors application activity, equipment security, and system functions to ensure required availability and integrity; works with OIT Enterprise Systems to ensure 7x24 end-to-end monitoring and event management systems and alerts are in place and properly supported.
- Consults with OIT Infrastructure teams to identify new and evolving systems, servers, storage, and database resources.
- Ensures systems and applications comply with required mandates and best practices.
- Provides customer support to troubleshoot advanced-level technical problems, ensure productivity, and to maintain system operability.
- Educates customers on available central services to promote technology usage at Emory and to create best practice standards.
- Reviews departments' proposals for new technologies, and makes subsequent recommendations to management based on technology and financial support requirements.
- Partners with vendors and other campus experts to evaluate customer technology requirements and offer effective, innovative and supported solutions.
- Participates in projects to evaluate, test, implement, upgrade, and/or purchase new systems, applications, or services.
- Serves on professional organizations' work groups and committees to promote industry standards and collaboration with peers to influence future technologies.
- Performs related responsibilities as required.

### **Minimum Qualifications**

- A bachelor's degree and three years of experience in systems and/or application administration OR an equivalent combination of education, training and experience.
- Experience in instructional technology support in higher education is preferred.

### **Library Preferred Qualifications**

*These qualifications are required by the library in addition to the minimum required qualifications of the University listed below.*

- Experience as an LMS administrator, ideally Canvas.
- Some proficiency in widely used programming languages and Web frameworks, such as JavaScript, HTML, JSON, CSS, XML, Python, SQL, REST APIs, GitHub, GraphQL and bash scripting preferred. Experience with Learning Tools Interoperability (LTI) integrations also preferred. Excellent problem-solving and interpersonal skills, plus the ability to solve computing problems are essential for this position.
- Requires experience of the system administrative functions and practices of a learning management system. Microsoft Office and web development experience is also required. Linux experience is preferred.
- Ability to work a flexible schedule, including some evenings and weekends.
- Must be able to effectively and professionally provide technical assistance to faculty, students, and staff.
- Some knowledge of e-learning, remote learning and/or instructional technology tools preferred. Must have excellent written, verbal, and interpersonal skills; customer service oriented and be able to work in a team environment.
- Emory Libraries requires that our employees recognize diversity, equity, and inclusion as essential core values to achieving our mission to enrich the quality of life in an inclusive work environment through competency training, reassurance of personal growth, restorative communication practices, and embrace our diverse identities of patrons within the Emory community.

### **Application Procedures**

Interested candidates should review the applications requirements and apply online at

<https://staff-emory.icims.com/jobs/76654/academic-technology-specialist-iii/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.**