



Job Description *Library Staff Positions*

TechLab Programming Coordinator

Employee Name	[New Position / TBA]
Team / Unit / Department	Academic Technology Services / Student Digital Life
Division	Emory Libraries
Campus Job Classification / Title	Educational Analyst I
Campus Classification Code	LE35
Campus Pay Grade	331
FTE [Percentage of Time]	100% [40 hours]
Type of Appointment	Permanent
FSLA Status	Exempt
<i>This is an Exempt position. Employees in this position are paid a salary on a monthly basis and are not eligible to receive overtime pay.</i>	
Name of Direct Supervisor	Tara McCurley
Supervisor's Library Job Title [Functional]	Director, Academic Technology Services
Supervisor's Campus Job Classification	LE48

University Job Summary Statement

JOB DESCRIPTION: Supports departmental efforts that benefit the teaching and learning mission of the University. Acts as an information and consulting resource working with faculty, students and academic staff to inform them of the capabilities of Emory's Information Technology systems and infrastructure. Works closely with faculty, staff and students to conduct analysis of instructional and learning requirements and assists in developing plans and strategies to meet those requirements. Assists in planning and implements education-related projects. Utilizes incident and service request software to manage and track support calls and tickets; interacts with customers and determines how to resolve technical issues. Communicates and collaborates with the Service Desk to teach them how to provide support. Provides input to help improve processes for effective and efficient response. Analyzes customer requests to determine best courses of action, resolve issues, answer questions efficiently, and improve processes for meeting future requests. Designs, writes course content and teaches training classes and workshops to provide users with numerous support tools and functions. Reviews training effectiveness to implement improvements. Teaches courses and workshops on educational topics and application features, providing expertise for tools based on users' needs. Meets with faculty to identify key learning objectives for courses; devises a plan for how to design the content and make it available online. Conducts individual and departmental consultations to provide teaching suggestions for meeting required outcomes. Develops and writes step-by-step documentation, videos and web-based guides to support the user community and promote self-service. Writes and edits self-help documentation and videos for the knowledge management system. Analyzes and tests system upgrades to identify issues and upgrade inconsistencies. Analyzes and tests QA environments and system patches to make preparations for deployment to production. Analyzes and tests upgrades to ensure application functionality and stability. Performs related responsibilities as required.

Library Position Summary

Reporting to the Director, Academic Technology Services, on the Student Digital Life team, the TechLab Programming Coordinator provides operational and outreach support to TechLab, the makerspace and emerging technologies lab. Working closely with the Lead Coordinator of the Computing Center and the Printing & Making technical SME, the TechLab Programming Coordinator ensures TechLab contributes to the University's and Libraries' missions and initiatives, promoting student flourishing and supporting academic eminence. The TechLab programming Coordinator mentors TechLab's student staff, creates internal and external training documentation, coordinates TechLab's workshops and outreach events, manages all social media marketing and other promotions, and advocates for the evolving needs of students, faculty, and staff.

Type of Supervision Received

Reporting to the Director, Academic Technology Services (ATS), on the Student Digital Life team, the TechLab Programming Coordinator oversees TechLab's daily operations and supervises TechLab's student assistants. The TechLab Programming Coordinator works in close collaboration with the Computing Center and Printing & Making Coordinators to maintain TechLab's operational excellence and continued growth, with general direction provided by ATS leadership.

Individual performance is informally reviewed on a regular basis and formally on an annual basis; progress toward unit and professional goals is a key component of performance evaluation process.

Key Responsibilities & Duties

A. Student Staff Supervision and Mentorship

1. Assist with hiring, scheduling, training, evaluating, timecard approvals, and ongoing mentorship and support of 10 – 15 TechLab student assistants (E)
2. Create and/or update training documentation, including written instructions, videos, and assessments (E).

B. Outreach and Promotion

1. Manage Student Digital Life's social media marketing (E).
2. Create digital signs, flyers, and other content to promote TechLab and the broader work of Student Digital Life. (E)
3. Coordinate and work outreach events, such as Homecoming, Back-to-School orientations, Wonderful Wednesdays, and other opportunities to promote the work of TechLab, ArtsLab, and the Computing Center (E).
4. Identify and implement new strategies to increase student engagement within TechLab, ArtsLab, and the Computing Center (E).
5. Help connect to Campus Life, Emory Arts, student organizations, and other partners to cross-promote resources and coordinate joint events (E).

C. Workshop Development and Delivery

1. Build and regularly update a library of engaging and educational workshop content to facilitate student- or FTE-led workshops on TechLab-related topics (E).
2. Work with student staff to coordinate, design, promote, and assess weekly workshop offerings (E).

D. Daily Operational Support

1. Directly oversee all TechLab operations and activities, enforcing policies and procedures, providing training to student staff and users, maintaining a safe working environment, ensuring excellent service, and escalating issues as appropriate to the Computing Center and Printing & Making Coordinators.
2. Cover scheduling gaps within Cox as needed, possibly including some evening and weekend work.

University Minimum Required Qualifications

MINIMUM QUALIFICATIONS: A bachelor's degree and one year of instructional, academic technology support or related experience OR an equivalent combination of education, training, and experience.

The above statements are intended to describe the work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

This is an equal employment opportunity, and Emory is an affirmative action employer. Emory does not discriminate in employment on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability or veteran/Reserve/National Guard status.

Library Required Qualifications

- Some nights and weekends required to cover special events and staffing shortages.
- High level of initiative, self-direction, and dependability.

Library Preferred Qualifications

- Ability to work middays (12pm – 8pm) consistently a few weekdays per week during regular semester sessions.
- Experience working in a makerspace, museum education space, or other fabrication space.
- Experience building educational content to be used by persons of various skill levels.
- Experience supervising or mentoring others.
- Excellent interpersonal and communication skills.

<i>EL-HR Review</i>	<i>Krystal S. Rambus</i>
<i>DATE</i>	<i>07/11/2023</i>