Manager, Information Technology

Department: IT Information Technology

Salary: Commensurate with qualifications and experience

Position Availability: Immediately

Position Type: Full-Time position w/ Benefits; 40 hours per week

University Job description

Manages and supervises staff and operations in an Information Technology (IT) area. Advises management on issues within a specific IT area to ensure compliance and uniform systems across the division and enterprise. Works closely with other area managers and directors to ensure smooth and transparent processes and systems. Designs information systems and procedures to support division operations. Hires, trains and supervises staff. Performs related responsibilities as required.

Library position summary

Reporting to the Chief Technology Officer for Emory University Libraries and the Museum (EULM), the Manager of Information Technology - Infrastructure Operations oversees and manages the staff and operations within Infrastructure and Operations for EULM, ensuring compliance and uniformity across the division's technologies and systems. This role involves close collaboration with other managers and the Director of Digital Programs and Client Services to ensure smooth processes and system integrations. Key responsibilities include managing the Infrastructure and Operations unit, comprising application support analysts and systems administrators, and ensuring consistent and visible documentation and IT processes. The manager also provides strategic direction for technology infrastructure implementation, integration, monitoring, and support for Emory University Libraries and Museum (EULM).

Additionally, the position manages external partnerships, including those with Emory University's Office of Information Technology. The role also involves serving as the representative to OIT's change advisory board and leading IT projects related to infrastructure and operations. The ideal candidate should have a bachelor's degree, five years of related IT experience, and a strong background in project management and supervisory roles. Preferred qualifications include knowledge of cloud infrastructure, ITIL, DevOps methodologies, and experience with maintaining large systems. Emory University values diversity, equity, and inclusion and encourages applicants to bring their true selves to the workplace.

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.

University Minimum Qualifications

A bachelor's degree and five years of related IT experience, including project management and lead or supervisory experience or an equivalent combination of education, training, and experience.

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 welcome when you arrive.

Additional Responsibilities

- Oversees the Infrastructure and Operations unit comprising application support analysts and systems administrators.
- Provide strategic direction for implementing, integrating, monitoring, and supporting Emory University Libraries and Museum's (EULM) technology infrastructure. Responsible for scheduling and overseeing the on-call schedule and supporting staff engaged in that process.
- Collaborates with the Head of Software Development to ensure that EULM's staff, processes, and tools are optimized for the system development life cycle.
- Responsible for hiring, mentoring, and evaluating unit staff to ensure they receive the support needed to succeed in their careers.
- Manage partnerships with external vendors, Emory's Office of Information Technology, and other service providers to develop, revise, and enforce operational and service-level agreements.
- Serves as the representative to OIT's change advisory board, ensuring EULM is apprised of major changes that will impact the organization and/or its technology.
- Champion consistent and visible documentation, harmonize IT processes, ensure the safety and stability of our infrastructure, and provide support for strategic technology initiatives including leading IT projects related to infrastructure and operations as a project sponsor or project manager.

Professional Responsibilities

- Maintains up-to-date professional knowledge and skills in primary job assignment areas and general knowledge of current trends in higher education, academic libraries, information, and educational technology.
- Participates in appropriate professional and scholarly associations and organizations, including maintaining membership and/or accreditation related to the technology industry.
- Attends meetings, conferences, and workshops related to the technology infrastructure supported by EULM's Technology and Digital Strategies Division.

Preferred Qualifications

- Working knowledge of configuration, deployment, and administration of cloud infrastructure (e.g., Amazon Web Services)
- Experience with establishing operational processes and procedures in the support of software and systems, both vendor-hosted and custom-developed.
- Experience with project management principles and practices, ITIL, and DevOps methodologies.
- Working knowledge and direct experience with integrated library systems, repositories, and related search and discovery products (e.g., Alma, Blacklight, Samvera, etc.);
- Five years of experience and demonstrated supervision skills, including hiring, orienting, training and development, organizing workloads, delegating responsibility, providing guidance and direction, monitoring and evaluating performance, coaching and counseling, and implementing progressive disciplinary practices as necessary.

Application Procedures

Interested candidates should review the applications requirements and apply online at {https://libraries.emory.edu/about/employment-emory-libraries}

Review of applications will continue until position is successfully filled.

Emory University is an equal employment opportunity and affirmative action employer. Women, minorities, people with disabilities, and veterans are strongly encouraged to apply.

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