Computer Support Specialist II

Department: Goizueta Business Library, Robert W. Woodruff Library
Salary: Commensurate with qualifications and experience
Position Availability: Immediately
Position Type: Part-Time position w/ Benefits; 20 hours per week

Job Description

Reporting to the Goizueta Business Library (GBL) Executive Director, the Part-Time Computing Specialist II is primarily responsible for installing and maintaining computer hardware and software and maintaining desktop connectivity to the campus network for this department and the Goizueta Business School students and alumni. The computing environment includes servers, multiple platforms and discipline-specific software. The individual works collaboratively with members of the Business library to identify computer solutions in support of the department's goals, supports GBL’s technology needs, and troubleshoots staff and user (GBS students and alumni) access and connectivity problems. The individual additionally functions as GBL’s liaison with the Goizueta Business School’s IT team and actively collaborates and networks with Emory Libraries’ LITS teams and Emory’s University Technology Services, and keeps abreast of the latest technology trends and developments.

Key Responsibilities & Details

Regular Duties
1. Troubleshoots, maintains and supports Goizueta Business Library servers, workstations and IT infrastructure, with focus on Windows Server 2012, XP, Vista, Win-7 64bit, Win-8, Win-10 64bit and Mac OS-X.
2. Deploys, maintains, and troubleshoots all peripheral GBL equipment and electronic hardware such as printers, copiers, scanners, A/V projectors, staff laptops and tablets.
3. Provides service-driven troubleshooting and support for desktop computing needs.
4. Provides service-driven troubleshooting and support for special projects and software for business students.
5. Collaborates with contracted database, software and hardware vendors to implement unique technology solutions and troubleshoots connectivity issues for the Business library.
6. Supports library student workers for Business library e-reserves and document deliver faculty services.
7. Supports several financial research tools, including Bloomberg business terminal hardware and software, FactSet and Thomson EIKON.
8. Supports Business librarians with classroom presentation setup and A/V equipment before class sessions.
9. Coordinates computer and network technologies and special projects with Goizueta Business and Woodruff library IT staff, including Business Kindles.

Research and Development
1. Tests software vulnerabilities, compatibility and interoperability for prototype drive images on image development machines. Creates, tests, refines and maintains staff and public drive images for all Business library computer assets.
2. Researches software and hardware products and implementation methodologies to improve departmental IT efficiency, productivity and security.
3. Coordinates and plans technological and physical upgrades to the Goizueta Business Library infrastructure such as networking, electrical, and user access to Business library resources and technology.

Future Planning
1. Experimentation with emerging technologies applicable to Goizueta Business Library needs.
2. Ongoing evaluation of existing technology and work habits of students and staff in order to plan for future technological needs.
3. Attends conferences and lectures for exposure to new ideas and technologies which could be useful for the evolving technological needs of staff and students.
Additionally, this position should remain aware of current and upcoming changes to operating systems and software to anticipate potential impacts to current services, spaces and workflows. The ideal candidate is comfortable participating in online communities like the Labman listserv, JAMF forums, and MacAdmins slack to share information with and learn from other lab administrators.

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

- Desire to work 20 hours/week.
- Demonstrated proficiency in day-to-day and long-term support of computing hardware and operating systems including Windows Vista/7/8/10, Windows Server 2012, Mac OS-X, Windows-based architectures (Active Directory, CIFS, SMB), and good knowledge of IP-based networking.
- Demonstrated familiarity with drive imaging software such as Acronis, Ghost or Imagex.
- Must possess the ability to build a server or desktop computer from scratch.
- Must have experience with Windows Group Policy.
- Strong understanding of desktop security and network connectivity; experience with Active Directory; server-side scripting a plus.
- Experience in an academic and/or research environment is highly desirable. Must be able to meet project deadlines and maintain accurate documentation.
- Must have ability to multitask, handle constant interruptions and competing priorities.
- Must be able to work productively within a highly collaborative team setting.
- Must possess excellent written and oral communication skills and provide outstanding customer service.
- Working in the library requires: demonstrated ability to accomplish timely and high quality work, handle a variety of duties, adapt to changing demands and priorities, work successfully in a team environment, and communicate effectively with all segments of an academic community.
**Preferred Qualifications**

- Bachelor’s in computer science, information systems, information technology or related field preferred.
- Seven years or more of information systems experience preferred.
- Entrepreneurial/contract work experience in a technology related business preferred.

**University Job Description**

Installs and maintains computer hardware and software for departments. Maintains desktop connectivity to the campus network. The computing environment may include servers, multiple platforms, and discipline-specific software. Works with constituents in the departments to identify computer solutions in support of the mission of the departments. Typically supports departments with more than 25 users or departments that maintain a complex environment (e.g. several servers) or departments that provide services to a large segment of the university community.

**University Minimum Required Qualifications**

Five years of information technology experience OR a bachelor's degree and three years of information technology experience.

**Application Procedures**

Interested candidates should review the applications requirements and apply online at [https://staff-emory.icims.com/jobs/20731/computing-support-specialist-ii/job](https://staff-emory.icims.com/jobs/20731/computing-support-specialist-ii/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.

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