Scholarly Repository Application Support Analyst

[New Position/TBA]

Employee Name
Department or Unit
Division
Campus Job Classification / Title
Campus Job Code
Campus Pay Grade
FTE [Percentage of Time]
Type of Appointment
FLSA Status

Scholarly Communications Office
Application Support Analyst
LJ48
330
100% [40 hours]
Ongoing
Exempt

This is an Exempt position. Employees in this position are paid on a monthly basis and are not eligible to receive overtime pay

Name of Direct Supervisor
Supervisor's Library Job Title [Functional]
Supervisor's Campus Job Classification
Lisa Macklin
Director, Scholarly Communications Office
Librarian/Faculty-Equivalent

University Job Summary Statement

Supports a major IT platform/application or multiple smaller platforms/applications utilized by an operating unit to achieve departmental or program objectives. Serves as the primary contact for internal inquiries pertaining to resolving issues with application functionality and error resolution, and communicates directly with university customers to understand and resolve issues in an efficient and timely manner. With the assistance of external and internal application designers and technical support, troubleshoots and resolves common problems with the system. Works with departmental leadership and outside consultants to identify future changes, extensions, and customizations of the system. Designs and executes routine system audits to ensure proper functionality of the system, as well as integrity of data being processed by the system. Writes ad hoc and routine queries, and creates custom reports for management. Ensure system security, including management of user roles and access rights. May supervise other staff members. Performs other related duties as required.

Library Position Summary

Reporting to the Director of the Scholarly Communications Office (Director/SCO), and working with the Scholarly Communications team, the Scholarly Repository Application Support Analyst (SR App Support Analyst) is responsible for managing both the technical implementation and service aspects of OpenEmory, an open access repository of Emory faculty authored scholarly articles, and Electronic Theses and Dissertations (ETDs), an open access repository of Emory graduate student theses and dissertations completed as a degree requirement. The SR App Support Analyst will work closely with software developers to maintain and improve OpenEmory and ETDs, and participate in implementing new directions and innovations to support open access delivery of content. The SR App Support Analyst also works closely with Scholarly Repository Librarian and others in the SCO to provide
outreach to Woodruff (main) Library, Goizueta Business Library, the Woodruff Health Sciences Library, the Pitts Theology Library, the Hugh F. MacMillan Law Library, and the Oxford College Library located on the Oxford Campus. The SR App Support Analyst will facilitate deposits into OpenEmory by managing and providing services such as CV reviews for faculty, managing the workflow for harvest and submission queues, maintaining standards for bibliographic description, metadata quality control, and assessing rights and permissions. The SR App Support Analyst will also work with members of SCO and RWIT on integration of OpenEmory with campus systems that compile research outputs. The SR App Support Analyst will facilitate deposits into ETDs by managing the submission queues, monitoring the functioning of the system and responding to help tickets, troubleshooting technical problems in consultation with software developers.

**Type of Supervision Received**

Reporting to the Director/SCO, the SR App Support Analyst works under general direction with minimal supervision to manage OpenEmory and related services.

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.

**Type of Supervision Exercised**

The IR App Support Analyst does not supervise librarians, staff or students.

The chart below outlines the scope of supervisory authority for the incumbent.

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<thead>
<tr>
<th>Does individual have responsibility for hiring recommendations?</th>
<th>No</th>
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<tbody>
<tr>
<td>Does individual have responsibility for work assignments?</td>
<td>No</td>
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<td>Does individual have responsibility for performance evaluation</td>
<td>No</td>
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<td>Does individual have responsibility for reclassifications/merit increases recommendations?</td>
<td>No</td>
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<td>Does the individual have responsibility for recommending the design and redesign of organization structures and for defining and redefining individual roles?</td>
<td>No</td>
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<td>Does individual have responsibility for discipline and discharge?</td>
<td>No</td>
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<tr>
<td>Does individual have responsibility for complaint resolution?</td>
<td>No</td>
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**Key Responsibilities & Duties**

A. Scholarly Repository Bibliographic and Collection Development (55 %)

1. Harvest, analyze rights, and ingest appropriate content from subject specific repositories, such as PubMed Central, SSRN, etc. (E)
2. Upload Emory faculty content through mediated deposit service. (E)
3. Upload Emory faculty content published with Creative Commons licenses. (E)
4. Manage and perform faculty CV review service to find content appropriate for submission to OpenEmory. (E)
5. Train and work with program administrators and ADAPS on the use and maintenance responsibilities associated with the ETD submission system. (E)
6. Input record metadata using standardized metadata schemas. (E)
7. Ensure quality control of record metadata through periodic evaluation for OpenEmory and ETDs. (E)
8. Assist in developing and improving workflows to increase processing efficiency. (E)

B. Scholarly Repository Technical Maintenance (20 %)

1. Assist with evaluating display and functionality of OpenEmory and ETDs, documenting issues and anomalies, and providing feedback to technical team. (E)
2. Monitor the functioning of the systems and responding to help tickets for ETDs. (E)
3. Troubleshooting reported technical problems in consultation with software developers. (E)
4. Coordinate with technical staff to resolve technical issues and maintain basic software support. (E)
5. Recommend improvements for repository functionality, data quality and reporting tools. (E)

C. Scholarly Repository Rights & Permissions (15 %)

1. Interpret publisher copyright policies for deposit in repositories using tools such as Sherpa/ROMEO and/or publisher’s websites; contacting publisher directly to seek permissions. (E)
2. Assist with the review of self-archived materials and flag potential copyright violations for review by the Copyright & Scholarly Communications Librarian or the Scholarly Repository Librarian. (E)
3. Maintain documentation of publisher policy research and permissions sought. (E)

D. Scholarly Repository Research (5 %)

1. Create reports on repository access and use with Google Analytics and OpenEmory statistics. (E)
2. Develop, maintain and promote lists of top journals in various disciplines with favorable self-archiving policies. (E)
3. Analyze the patterns of faculty deposits in disciplinary repositories such as arXiv, PubMedCentral, or SSRN. (E)

E. Other Library Duties (5 %)

1. Assist with the promotion of SCO special events, including annual Open Access Week outreach and activities as well as other events as needed. (E)
2. Perform other duties and responsibilities as assigned by the Director/SCO. (E)

University Minimum Required Qualifications

Bachelor's degree and one year of related experience in information technology, OR an equivalent combination of education, training and experience.

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

These qualifications are required by the library in addition to the minimum required qualifications of the University listed above.
• Understanding of library systems in an academic setting.
• Demonstrated experience with content management systems, such as Wordpress, Cascade, etc.
• Demonstrated knowledge of library metadata standards.
• Strong customer service skills and commitment to providing service effectively in a diverse environment.
• Excellent interpersonal, written and verbal communication skills to promote and sustain effective interpersonal relationships with faculty, librarians, staff, and student employees.
• Outstanding business communication skills and ability to compose content for a variety of documents including correspondence, narrative/statistical/analytical reports, procedures, project proposals, blog posts, and social media posts.
• Evidence of analytical, organizational, project, and time management skills and demonstrated ability to set priorities, meet deadlines, and complete tasks and projects on time and within budget and in accordance with task/project parameters.
• Demonstrated proficiency and capabilities with personal computers and software, the Web, and library-relevant information technology applications.
• Working knowledge of standard computer office applications such as Microsoft Outlook, Word, Excel, PowerPoint or other productivity software.
• Demonstrated ability to do careful, detail-oriented work for extended periods of time.
• Ability to work independently, follow through on assignments with minimal direction, set priorities that accurately reflect importance of job responsibilities and perform under the pressure of multiple deadlines.
• Commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse faculty and student population.
• Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.

**Library Preferred Qualifications**

• Knowledge of institutional repository software and/or systems.
• Experience with customer service and/or ticketing systems.
• Interest or experience in the promotion of the open access movement.

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<th>LHR Review</th>
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