Staff Position Posting

Academic Technology Spec II
(Computer Labs Coordinator)

Department: Student Digital Life, Robert W. Woodruff Library
Salary: Commensurate with qualifications and experience
Position Availability: Immediately

Job Description

As part of the Libraries and Information Technology Services Division, the Student Digital Life (SDL) team provides for students a vast portfolio of technology services and spaces including desktop hardware and software resources in undergraduate and graduate computer labs, the student printing service (EaglePrint), Student Technology Support desk, and various specialized technology spaces. The Computer Labs Coordinator is responsible for maintaining Windows and Macintosh desktop hardware and software in at least 8 SDL computer labs. Specific duties include:

• Administering computers using LANrev, Apple Remote Desktop, and/or JAMF
• Using LANrev and/or JAMF to deploy software, software updates, OS patches, and Macintosh configuration profiles
• Using Labstats to record login and application usage data
• Deploying computer images using DeployStudio and Symantec Ghost
• Maintaining detailed technical documentation about workflows, resources, and tools
• Writing and maintaining scripts to automate software installation
• Using configuration profiles and group policy to manage computer and application settings
• Creating and updating Macintosh packages using Iceberg and LANrev Installease.
• Managing incidents and service requests using ServiceNow
• Collaborating with SDL staff in the research and testing of new and emerging technologies
• This position may require the ability to lift 20 – 50lbs of equipment.

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.

University Job Description

Analyzes, designs, recommends and implements divisional and school-wide efforts in specialized and advanced technologies that support the teaching and learning mission of the University. Consults with faculty to implement system enhancements and modifications. Provides system
administration for academic systems and applications to ensure operability of services and provide a highly available, secure and robust academic technology infrastructure. Conducts advanced-level troubleshooting to mitigate impact of equipment failures and improve processes. Reviews and creates user guidelines and standard operating procedures for supported hardware infrastructure and academic applications. Evaluates diagnostics and monitoring tools, making recommendations on how to prevent incidents and outages. Designs and implements preventative maintenance processes and procedures. Leads software upgrades and equipment replacements to ensure system operability and up-to-date standards are met. Analyzes and shares data with staff and departments on repair and maintenance activity and associated expenses to assist with future planning. Researches software and hardware systems to build staff competencies and efficiencies and to ensure service level standards are met. Advises and consults with faculty to recommend best practices in classroom and instructional technologies. Assists in training student staff to provide agreed-upon and monitored service levels. Configures and maintains images and/or systems to ensure computers have up-to-date supported software and are properly secured. Prepares, organizes and deploys hardware upgrades and replacements. Develops and coordinates one-on-one and group training sessions to educate faculty, staff and students. Partners with vendors and departments on technology design. Performs related responsibilities as required.

**University Minimum Required Qualifications**

A bachelor's degree and two years of experience in supporting computers, mobile devices, and/or video technologies, and equipment OR an equivalent combination of education, training and experience.

**Minimum Preferred Qualifications**

Along with the ability to determine root cause using critical thinking and problem solving skills, experience working with faculty, staff and students in a higher education support environment is highly preferred.

Excellent communication and interpersonal skills are required as this position represents Student Digital Life across teams and units ensuring the availability and stability of valuable student technology resources.

The ideal candidate must have a demonstrated ability to manage a complex workload, prioritize tasks and use good judgment in providing services based on goals.

**Application Procedures**

Interested candidates should review the applications requirements and apply online at https://sjobs.brassring.com/TGnewUI/Search/Home/Home?partnerid=25066&siteid=5043#jobDetails=631492_5043
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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