Application Supp Analyst II

Department: LITS: Core Systems, Robert W. Woodruff Library
Salary: Commensurate with qualifications and experience
Position Availability: Immediately

Job Description

Analyzes, codes/configures, and tests applications. Assists in developing applications specifications. Implements developed applications and provides customer support of applications. Performs other related duties as required.

Professional Responsibilities

Maintains up-to-date professional knowledge and skills in areas related to primary job assignment as well as maintains general knowledge of current trends in higher education, academic libraries, and information and educational technology.

Additional Responsibilities

- Supporting library applications and systems.
- Provide advice to team leads and staff about the functionality and optimization of library applications and systems in supporting the work of the Library.
- Collaborate on effective incident management.
- Collaborate on continual service improvement.
- Communicate with vendors when appropriate for problem resolution.
- Identify and document system bugs and feature requests.
- Analyze, modify and maintain existing applications.
- Work closely with team members to provide feedback and input to help improve systems and products.
- Observe standards and guidelines.
- Identify training needs or requirements for yourself individually

Minimum Required Qualifications

Two years of information technology experience OR a bachelor's degree and two years of information technology experience. Positions in this classification may require a knowledge of one or more programming languages and/or a knowledge of an application and application tools.
Preferred Qualifications

- Three or more years of experience as technology staff in libraries
- Experience with integrated library systems, repositories, and related library technology products (such as Alma, Primo, Samvera, etc.)
- Knowledge of library descriptive metadata formats (MARC, Dublin Core, EAD, etc.)
- Experience providing technical support to customers using cloud platform products and cloud solutions
- Experience analyzing and visualizing data
- Experience with project management practices

Application Procedures

Interested candidates should review the applications requirements and apply online at https://staff-emory.icims.com/jobs/25782/application-supp-analyst-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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