Coordinator, Computing Center at Cox Hall (Educational Technology Center Specialist II)

Department: LITS: Student Digital Life, Robert W. Woodruff Library

Salary: Commensurate with qualifications and experience

Position Availability: Immediately

Job Description

The Student Digital Life team is seeking a customer-focused, organized, and highly dependable self-starter to manage the Computing Center at Cox Hall, a student-focused technology space within the Emory Libraries system. This position supports all academic technologies and programming within the Center and leads a team of 20 – 25 student staff, ensuring they have the expertise to provide consultations on appropriate technology use, identify and resolve hardware and software issues, and maintain a quality environment for teaching and learning.

Professional Responsibilities

- Manage the Computing Center and its daily operations, including overseeing routine maintenance of the facility, scheduling/supporting academic courses in classrooms, maintaining the Center’s website and digital signage, collecting metrics, promoting and assessing services, and purchasing supplies and equipment
- Hire, schedule, train, evaluate, and mentor 20+ student employees to staff the Center’s service desk
- Propose, develop, and coordinate programming for students and faculty, including orientations, community events, and student art exhibitions
- Research, test, and evaluate emerging technologies for use within the Center
- Consult with faculty to promote creative and innovative uses of technology within the Center’s three classrooms

Preferred Qualifications

- Supervisory experience
- Experience developing engaging training materials, tip sheets, or other instructional content
- Excellent written, verbal, and interpersonal communication skills
- Ability to work with diverse faculty, staff, and students across a wide range of interdisciplinary situations, maintaining a high level of customer service
- Ability to work independently with minimal supervision yet also collaborate with teammates and campus partners effectively
- Excellent planning and organization skills, with the proven ability to manage, prioritize, and complete multiple projects
• Experience with the equipment and tools offered within the Computing Center, including classroom A/V equipment, macOS and Windows platforms, Adobe Creative Cloud applications, networked printing, and Ethernet and wireless networks
• Willingness to work some nights and weekends as necessary
• Ability to lift up to 50 lbs. and climb ladders

University Job Description

Promotes and delivers Emory Technology Center (ETC) services, teaches users to utilize ETC learning technologies and provides customer service. Develops newsletters and pamphlets and publishes articles to promote teaching and learning technologies. Provides resolutions and suggests best practices to support software, applications, devices, academic courses and ETC-based technologies. Consults with faculty to identify technology center resources for supporting instruction. Coordinates with faculty, staff and graduate students to support technology-based instruction projects. Develops training sessions for faculty and students on technology-based concepts and techniques. Assists with programs to support content and curriculum development. Teaches program content to provide resources to program participants. Researches new instructional technologies to provide the most current and innovative offerings to the Emory community. Researches and tests new technologies to determine usefulness and makes recommendations for future purchases and implementations. Designs and delivers programs, workshops, one-on-one training and consultations for the Emory community. Trains students on new and supported technologies. Provides application administration for supported software. Troubleshoots hardware and software issues to restore operability. Identifies issues with computers, tablets, laptops and devices to restore functionality to systems. Troubleshoots audio-visual recording and playback equipment to maintain operability and provide a quality environment for audio and video conversions. Identifies issues with computers, tablets, laptops, presentation and A/V equipment and other supported devices to restore functionality to systems. Assists with maintaining the department website. Hires, trains, and supervises students. Performs related responsibilities as required.

Application Procedures

Interested candidates should review the applications requirements and apply online at

https://staff-emory.icims.com/jobs/43633/educational-technology-center-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.

Diversity Statement:

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 welcomed when you arrive.

Emory University is an Equal Opportunity/Affirmative Action/Disability/Veteran Employer.