Lead Application Support Analyst

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

Job Description
Analyzes, codes/configures, and tests applications. Develops applications specifications, implements developed applications, and provides customer support of applications. Serves as a technical lead for a variety of applications. Supervises other information technology professionals and acts as a senior consultant to internal and external stakeholders. 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.
- Participates in library and campus committees as appropriate.
- Engages with relevant library technology communities (Code4Lib, Samvera, ELUNA/IGeLU, etc.).

Additional Responsibilities
- Manage, advise and assist a team of analysts supporting library applications and systems.
- Test and review work of others.
- Manage effective implementation of Incident Management processes.
- Provide expert advice to library managers and staff about the structure, functionality and optimization of library applications and systems in supporting the work of the Library.
- Coordinate communications with vendors when appropriate for problem resolution.
- Develop, test and implement technical solutions. Coordinate application test plans and conduct unit, integration and system testing.
- Identify and document system bugs and feature requests and work with internal support teams to implement effective solutions.
- Manage the analysis, modification and maintenance of existing applications.
- Manage release and version upgrades and management of system patches.
- Collaborate with division leadership to provide feedback and input to help improve systems, products and services.
- Develop and maintain technical documentation in support of applications.
- Provide technical support to functional users, determining and solving systems and programming issues.
- Participate in development of standards and guidelines. Ensure compliance of all standards and guidelines.
• Monitor project scheduling and all project tracking control systems.
• Identify training needs or requirements for yourself individually and for the team
• Coach and develop team members

Minimum Qualifications
A bachelor's degree and four years of IT experience, OR an equivalent combination of education, training, and 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
• Experience with integrated library systems, repositories, and related library technology products (such as Alma, Primo, Samvera, etc.); Certifications in Library Services Platforms or Integrated Library Systems.
• 1 or more years of experience supervising technology staff in libraries.
• Experience with ITIL concepts and practices. ITIL Certified.
• Experience with project management practices.
• Knowledge of library descriptive metadata formats (MARC, Dublin Core, EAD, etc.)
• Experience with agile software development practices.
• Experience providing technical support to customers using cloud platform products, cloud solutions and APIs.

Application Procedures
Interested candidates should review the applications requirements and apply online at

https://staff-emory.icims.com/jobs/22694/lead-application-support-analyst/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.

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