

I. DEPARTMENT: University Libraries

II. POSITION: Emerging Technology Integration Specialist

III. CLASSIFICATION: Administrative Professional

IV. NAME OF INCUMBENT: None

V. POSITION NO.: 3058

VI. JOB PURPOSE

This position provides leadership, coordination, and support in the use of new and emerging technology, hardware, and software throughout the University Libraries. This position provides technical support, equipment assistance, training, and instruction in the use of library-provided, new and emerging technology. The incumbent will provide staff and faculty support and training for library-specific software applications and utilities. S/he will provide general and technical logistical support and assistance to and for the Associate Dean, as well as related tasks that promote the acquisition, implementation, use, and loaning of new and emerging technology available through the University Libraries for students and faculty at the University of Memphis. This position also supervises the use of the audio, video, and presentation/practice studios in the McWherter Library including technical support and training. This position does not include desktop or classroom technology support which is provided by ITS.

VII. DUTIES AND RESPONSIBILITIES

A. Supports the development, maintenance, and use of new and emerging technology, hardware, and software made available by the Libraries, and through *thesandbox*. University Libraries.

- a. Performs routine and restorative maintenance, repair, and training to assure availability of loanable technology
- b. Monitors and maintains the inventory of consumable supplies submitting requests to replenish supplies in a timely manner
- c. Works with individuals and groups to instruct interested users in the proper handling and use of loanable technology.
- d. Promotes availability of new/emerging technology and relevant training to the University community taking advantage of available promotional devices such as LibGuides, print documentation, video, and social media.
- e. Works with Libraries Outreach Staff and/or the Libraries' Marketing representative, as appropriate, in creating and distributing promotional materials.

B. Provides and/or arranges for delivery of formal and informal training in the use of library specific, or library provided, hardware and software.

- a. Ensures proper training for the Libraries' faculty and staff in the effective use of hardware, software, and utilities and applications. [e.g. Camtasia, Adobe Photoshop, Audacity]

- b. Identifies and coordinates relevant training and instruction opportunities in cooperation with third party resources – e.g. volunteer or peer trainers or paid resources, as available.
 - c. Creates and maintains LibGuides and/or other instructional materials to assist with training and/or to support ongoing use of available technologies.
 - d. Creates instructional videos for use with technology training and/or for deployment on the Libraries' website.
 - e. Plans and develops training and orientation workshops, classes, and distributable media to the University community, especially students and faculty. Individual training options may be needed.
 - f. Plans and develops training and orientation workshops, classes, and distributable media to the outside community on a fee-for-service basis.
- C. Maintains or contributes to appropriate and relevant portions of the University Libraries' web site.
- a. Adds content to the web site notices and instructions relevant to technology use and training opportunities as appropriate.
 - b. Identifies and selects items from the libraries offerings that would be appropriate for showcasing on the University Libraries' website, social media, blogs and other outlets to promote, market, and provide general awareness
 - c. Creates appropriate descriptions for the items selected for inclusion on the website.
 - d. Works with the University Libraries' web team to ensure that the content of the technology portion of the website is appropriately integrated into the larger website.
 - e. Ensures that data on the website are accurate and up to date.
- D. Provides general, technical, and logistical support for the Libraries to help fulfill the applicable responsibilities, projects, and programs.
- a. Coordinates with other library departments (Cataloging, Circulation, Libraries Information Systems, etc.) to create and maintain the identification, record-keeping, processing, and handling of materials owned by the Libraries and loaned through the integrated library system.
 - b. Maintains appropriate calendar entries for resource scheduling through the Libraries' calendaring system exclusive of RIS-based instructional programming and class sessions.
 - c. Assists library units with the care, maintenance, availability, and training in the use of technology held in the units. (e.g. Music Library and Special Collections Department field recorders and audio/video recording).
- E. Provides direct user assistance as needed
- a. Assists library users in identifying, locating, and using technology resources in the Libraries' collection.
 - b. Answers technical support questions related to the technology for users who inquire in person, by phone, or online.

- c. Interprets and assures the implementation of official University Libraries' policies related to the proper use of the technology.
- F. Maintains proficiency and awareness of technology developments and related areas of expertise
 - a. Maintains current awareness of products, trends, and interests appropriate to emerging technology, relevant software and hardware needs.
 - b. Advises Associate Dean and others as applicable of new resources, technologies, and training opportunities and recommends levels of adoption and implementation
 - c. Participates in appropriate training sessions offered for University Libraries' faculty and staff.
 - d. Participates in appropriate training sessions offered on campus or through Human Resources.
 - e. Participates in appropriate professional development activities and/or organizations
- G. Performs other duties as assigned.
 - a. Collects and submits appropriate statistics related to his/her work.
 - b. Serves on committees and task forces as appropriate.
 - c. Undertakes special assignments or projects assigned by the immediate supervisor, or the Dean of University Libraries.
 - d. Participates in library-wide projects and activities as needed.

VIII. DIRECTION RECEIVED

Reports to the Associate Dean of Libraries or designee

IX. DIRECTION GIVEN

This position may supervise other staff, graduate assistants, volunteers, and/or student workers as needed.

X. JOB SPECIFICATIONS

This position requires a bachelor's degree and at least two years of relevant experience in a technical support role. Prior work experience in a customer service environment is required and preferably work experience in a library. Familiarity or expertise with emerging technologies, social media, audio or video creation/editing, web development, and instructional materials development is highly desirable. An appropriate combination of education and experience may substitute for the required degree.

XI. SPECIAL CONDITIONS

This is a full-time, permanent, exempt position that requires a 37.5 hour minimum work week. The primary work schedule for this position is Monday through Friday with a typical schedule of 8:30 am to 5:00 pm; however, the schedule might sometimes be modified when

special projects or events are underway or to otherwise support the faculty and staff of the University Libraries or the Associate Dean.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

1. Familiarity and facility with standard and emerging technologies including, but not limited to, computers, audio and video recording and production, biometrics, gaming, 3D printing, HTML coding, soldering, bread boarding, and computer assisted design.
2. Good problem solving skills and ability to exercise sound judgment when confronting a variety of issues and situations.
3. Experience with maintaining technological equipment and peripherals, including analyzing and solving problems.
4. Knowledge and expertise (web mastery and creative content design) to support the ongoing maintenance of the Libraries' online presence (e.g. web pages, social media, and Libguides),
5. Demonstrable training and/or instructional skills working with various levels of users (e.g. undergraduate, graduate, staff, faculty, and citizens).
6. Experience preparing research guides and/or instructional materials taking advantage of available technologies including, but not limited to, streaming video and audio, or interactive media
7. Work experience or coursework or a combination of the two in areas of technology, computer applications, gaming or audio/video production, including scripting and creative content design.
8. Excellent oral and written communications skills including presentations to small and large groups in formal and informal settings.
9. Proactive approach to technology developments and a demonstrable, continuous practice of self-directed learning and intellectual and skill development.
10. Ability to assume responsibility and work with minimal supervision while meeting deadlines and yielding effective results whether working independently or as a part of a group.
11. Demonstrable ability to foster and maintain collegial relations with co-workers from diverse backgrounds in a team work environment, demonstrating initiative, helpfulness, cooperation, all in support of organizational goals and service imperatives.
12. Willingness to learn and subsequently implement new tasks and skills, on an ongoing basis.

XII. WORKING CONDITIONS

The University Libraries is a technologically oriented academic research library which provides foundational service and support for the deployment, maintenance, use, and integration of emerging technologies of all types for the Libraries' faculty, staff, and user communities. The position has a public service component requiring regular interaction with

a diverse clientele. Position requires some standing, walking, and reaching. Incumbent must be able to bend, stoop, reach, and lift up to 40 pounds. Individual might be required to climb ladders or work around or under furnishings and equipment in order to perform routine and ameliorative maintenance. Responsibilities may require that the incumbent push and/or pull wheeled carts/trucks that can weigh up to 300 lbs. when full.