Job Description – Faculty Technology Specialist

Department: Library
Reports to: Director, Academic Technology Services

Position Summary

NYU Shanghai is seeking an enthusiastic Faculty Technology Specialist to join our Academic Technology Services unit. This unit is a collaboration between the NYU Shanghai Office of Academic Affairs and the NYU Shanghai Library, and it works closely with its counterparts at NYU New York and NYU Abu Dhabi.

The Faculty Technology Specialist will be primarily responsible for providing oversight of technology services to support faculty and researchers, including student researchers, at NYU Shanghai.

Responsibilities

- Advise and consult with faculty, students, and researchers in the design, development, and implementation of information technology services for teaching, learning, and research. Evaluate current technology used by faculty, students and researchers for teaching and research; provide technical support to faculty and researchers in curriculum and research development; research and make recommendations for the purchase of hardware and software; contact and negotiate with vendors regarding hardware and software purchases; supervise installation of hardware, software, and peripherals. Focus on logistical/technical support and operational needs/issues, ensuring efficient and effective delivery of quality lifestyle services and support;

- Supervise support staff including hiring, training, and evaluating performance. Identify and prioritize assignments to ensure deadlines are met and review work for accuracy.

- Develop, deliver, and assess training programs including seminars, training sessions, and workshops. Identify, analyze, and evaluate training needs. Arrange for instructors, facilities and materials as required. Consult with faculty, students, researchers, and ITS staff on training interests and opportunities.

- Advise and educate faculty, students, and researchers in the availability for information technology resources for teaching and research across Faculty Technology Services (FTS), Information Technology Services (ITS), Global Technology Services (GTS), Libraries, and NYU. Keep services, data entries and reporting up-to-date with standards of quality, timeliness, and satisfaction.

- Research and promote emerging technology practices in teaching and research adopted by selected higher education institutions. Work with technology professionals across NYU to develop and promote best practices for using technology in teaching, learning and research.
• Ensure technical competence through on-going professional development. Attend conferences, enroll in classes, read trade and professional publications.

**Qualifications**

• **Required Education**
  Bachelor’s degree and 2-3 years relevant experience OR Master’s degree in a related field.

• **Required Experience**
  ➢ Experience must include supporting information technology, technology training, and client service. Experience and/or education in one of the following areas: statistical computing, GIS, data visualization, advanced video production, interactive media development.
  ➢ Experience working with end users in an academic environment, preferably in IT and/or Libraries.

• **Required Knowledge, Skills, and Abilities**
  ➢ Proficient in both written and spoken English and Mandarin.
  ➢ Good interpersonal and communication skills to work in an international and cross-cultural environment.
  ➢ Good problem solving skills, and good time management skills.
  ➢ Ability to interact with a diverse population of students, faculty, researchers, and staff.
  ➢ Well organized, diplomatic, details and service oriented.