



Job Posting for Director of Member Services

Organization Description

The [Digital Preservation Network \(DPN\)](#) is a non-profit organization developing solutions to meet the challenges of long-term preservation of academic and cultural heritage digital assets. While DPN is an independent organization, DPN employees are Indiana University employees and receive IU benefits. As DPN is a virtual organization, the successful candidate will not be required to relocate to accept this position.

Position Description

With minimal supervision, this position oversees and coordinates programmatic aspects of DPN including membership development and member services. Develops and implements overall outreach strategy for DPN's member services, with a focus on identifying member needs and researching and recommending new services for digital preservation. Includes online and in-person outreach and consultation, creation and delivery of education and web-based content to ensure member knowledge and success with existing or new services, the creation of web-based content for services and development of innovative promotional programs.

Qualifications

We are looking for someone with knowledge of or experience with issues and best practices related to digital preservation, digital formats, media, migration, and research data management. The successful candidate must have the willingness and ability to develop expertise (where lacking) on digital library topics, especially digital preservation and research data management. Strong leadership skills and ability to work independently, collaboratively, and on teams across multiple organizations are essential. Must have effective oral, written, and interpersonal communication skills. Experience working with technology and the ability to communicate effectively with technical staff and customers of various technical skill levels is essential. Demonstrated project management, organizational, analytical, and problem-solving skills. Experience in successfully working with users/customers/patrons. Detail-oriented, with the ability to efficiently manage and track multiple tasks and provide reporting as necessary. Because DPN is a virtual organization, the successful candidate must be able to work independently in an online environment.

Application

Individuals may apply via the Indiana University website at this [link](#).

Timing

Applications will begin to be reviewed on March 21, 2018.