Community Support Manager, Dryad digital repository

Dryad (http://datadryad.org/) is a repository for data underlying publications from a rapidly expanding range of scientific and medical disciplines. The Dryad team works with scientific journals, publishers and other organizations to facilitate data archiving. Dryad's submission integration workflow coordinates manuscript submissions with data deposits in a flexible, automated process.

Dryad is seeking a detail-oriented person with good analytical and communication skills. This position includes a variety of data curation and customer relations tasks. The successful candidate must be able to work as part of a dynamic team and provide excellent customer service to journals, data depositors and other members of our stakeholder community.

Principal Functions:
1. **Integration of new journals**: Clearly explain Dryad's features and processes to prospective partner journals, and handle inquiries from prospective members and partners; communicate new features and updates to existing and prospective partner journals; with other team members, document and coordinate the integration process; document all interactions with partner journals in a manner that can be used by other team members; ensure that Dryad documentation about integration is maintained, up to date, and optimal for use by partners and prospective partners.
2. **Data curation and customer service**: Provide backup to the Senior Dryad Curator, including overseeing and monitoring new data submissions and executing the curation workflow from deposition through to article publication; performing metadata maintenance procedures for repository holdings; training and supervising assistant curators; documentation of new content; and training entry-level curators. Support depositors who need special assistance, including help ticket resolution, phone support and documentation. Document, monitor, and evaluate the curation workflow; assist in identifying opportunities for greater efficiencies and improved outcomes.

Minimal Qualifications
1. Bachelor's degree
2. Two years customer support and/or sales experience
3. Demonstrated proficiency with information systems and digital media
4. Excellent verbal and oral communication skills
5. Demonstrated ability to work in a distributed team
6. Demonstrated ability to work independently and manage complex projects

Preferred Qualifications
1. A graduate degree and/or research experience in biology, medicine, information science, or a related field.
2. Prior professional experience in research librarianship, scholarly communication, and/or publishing.
3. Familiarity with scientific data and/or data repositories.

Location: Durham, North Carolina
Contact: email to Executive Director, Dryad: director@datadryad.org

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