University of Victoria
Cupe Local 951 Position Description

**JOB:**
Library Assistant PB8

**TITLE:**
DSC Technical Assistant

**DEPARTMENT:**
UVic Libraries – Digital Scholarship Commons

**POSITION NO:**
991816

**SUPERVISOR:**
DSC Manager

**LAST UPDATED:**
May 2019

**SUMMARY:**

The University of Victoria (UVic) Libraries have a mandate to support the university’s strategic directions in research, teaching, and community engagement. UVic Libraries create and steward interdisciplinary, collaborative research environments for the benefit of faculty, students, and the wider community. Our digital information fluency initiatives allow students to acquire technical skills that will support their programs of learning and help them to be competitive in the job market.

The Libraries are made up of approximately 150 employees including Faculty Librarians, professional and CUPE staff, and student assistants. The UVic Libraries support the teaching, research, and learning needs of our campus and the broader communities.

The UVic Libraries’ Digital Scholarship Commons (DSC) is a facility that provides students with enhanced access to software, hardware, and expertise to support digital scholarship. The DSC serves students from all disciplines, with a special focus on graduate students, and acts as a hub for students to come together to share knowledge and to collaborate. The DSC employs specialists from different disciplines to support data analysis and visualization, mapping, media editing, layout and design, and other areas of high demand.

The DSC Technician reports within the Libraries’ Systems Services unit. Working in a collegial team environment, the DSC Technical Assistant oversees the work of casual staff, students and interns; develops lessons and delivers classroom instruction in the Design pathway of the DSC curriculum; creates promotional materials, including posters, web graphics, videos, blog posts, and web content; develops policies and procedures relating to the day to day operations of the DSC; provides instruction and support to students, faculty and staff in the use of specialized equipment such as 3D printers, 3D scanners, Virtual Reality gear, and large format printing, and in the use of specialized software such as Photoshop and Wordpress.

This position requires lifting, bending, reaching, pushing and carrying weights over 10 kgs. (22 lbs.)

**MAJOR RESPONSIBILITIES AND DUTIES:** (In order of importance to a maximum of 8)

1. **Responsibility:** Operational Oversight of Digital Scholarship Commons (20 %)

   **Duties:**
   - Develops policy and procedure related to the day to day operations of the DSC (e.g. opening and closing procedures, room booking procedures, procedures for documentation of work and tracking statistics)
   - Maintains effective workflow and directs staff task allocation within the DSC.
   - Coordinates communication between staff on different shifts
   - Provides resource support to staff on all functions of the DSC
   - Acts as a first point of contact at the DSC Desk and upholds high standard of customer service as example for other staff
   - Receives, monitors, and responds to email, phone, or in-person inquiries
   - Assists with setup and teardown of workshops and events within the DSC, as needed
### 2. Responsibility: Digital Scholarship Technology Support (30%)

**Duties:**
- Oversees the operation of the 3D printing service. Includes: printing, project guidance, basic software assistance with 3D modelling tools (e.g., TinkerCad, Makerbot Print, Cura), troubleshooting printer errors, training staff, basic printer maintenance, and maintaining supplies.
- Reviews 3D user designs to for factors affecting printability, including wall thickness, internal overlaps, reversed faces, file resolution, object size and orientation.
- Provides one-on-one tutorials and basic support in the use of specialized equipment including printers (regular, large format and 3D), 2D and 3D scanning, operation of Virtual Reality headsets.
- Provides one on one user support for Adobe Photoshop, Wordpress, InDesign and a variety of other software packages.
- Organizes the bookings for various other technical tools, including the VR Room, 3D scanning room, and large format printing/scanning.
- Maintains familiarity with Music & Media AV equipment to assist with recommendations and basic use.
- Creates and updates documentation detailing the use of hardware and software.

### 3. Responsibility: Workshop Assistance and Delivery (25%)

**Duties:**
- Assists in the planning, scheduling, and promotion of workshops in the DSC.
- In collaboration with Librarians and professional staff, develops workshop materials in the Design pathway of the DSC Curriculum (eg. Photoshop, InDesign, Illustrator).
- Teaches basic Design workshops in a class setting (i.e. how to create a conference poster).
- Assists with other workshops as required.

### 4. Responsibility: Communication (15%)

**Duties:**
- Maintains social media accounts, creates and posts updates and images, and interacts with the public.
- Develops website content, including design elements, page and post creation, and editing.
- Leads in the creation of DSC promotional materials, including poster design and electronic assets.
- Participates in the production of promotional/instructional videos, including camera work and post-production/editing.

### 5. Responsibility: Staff training and development (10%)

**Duties:**
- Performs orientation and training in DSC functions.
- Reviews and updates unit procedures as required.
- Assists with creating new procedures and training guidelines as needed.
- Delivers training and roll-out of new procedures.
- Collaborates with management to provide on-going guidance and support to DSC staff.
- Conducts and contributes to performance check-ins for Student Assistants as required.
- Participates in job competition hiring panels.

### REQUIRED QUALIFICATIONS:

**Skills:**
- Demonstrated experience overseeing the work of others.
- Demonstrated experience in providing excellent public service.
- Strong written and verbal interpersonal and communication skills in English.
- Ability to organize and complete work assignments accurately and on-time while balancing competing demands and frequent interruptions.
- Ability to work effectively and respectfully in a team environment.
- Ability to provide individual staff support and feedback.
- Ability to exercise reasoning, judgment, and creativity to solve problems in a variety of contexts.
- Ability to instruct staff and library users with diverse learning needs and learning styles.
- Demonstrated flexibility in a responsive work environment that allows for changes in priorities.
- Proficiency with a variety of software and technologies, including: Windows and Apple operating systems, Microsoft Office and SharePoint, Cascade, Wordpress, Photoshop, InDesign, Illustrator, Twine, 3D scanning software, 3D design and printing software, video editing software, and scheduling software.
- Ability to quickly learn new technologies, troubleshoot technical problems, and provide end user support

**Specialized Knowledge/Education:**
- Some post-secondary education or work experience preferred
- An equivalent combination of education, training, and experience may be considered

**Experience:**
- Experience with social media in a professional setting is considered an asset
- Experience with workshops and staff training is relevant and valuable
- Experience working in a leadership role in libraries and higher education is an asset
- Experience with public speaking relevant and valuable
- 2 or more years recent public service experience in an academic library setting

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