#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Technologist, Library Innovation Hub

**Job Number:** L-101 | VIP: 1998

**Band:** OPSEU-8

**Department:** Library, Maps, Data & Government Information Centre (MaDGIC)

**Supervisor Title:** Research Data Services Librarian

**Last Reviewed:**  June 19, 2024

#### **Job Purpose:**

Reporting to the Research Data Services Librarian and working closely with the Digital Scholarship Librarian, this role supports students, faculty, and staff in the Trent University Library & Archives by managing logistics and technological aspects of hardware, software, facilities, and service delivery related to the Moore Innovation Hub. The incumbent provides technical advice and instruction in specialized technologies to enrich teaching, research and learning experiences across disciplines.

#### Key Activities:

##### User Support

* Works in consultation with the Digital Scholarship Librarian to provide support for students, staff and faculty working on projects and initiatives that require use of software, hardware, and equipment in the Moore Innovation Hub.
* Demonstrates how to use and maintain Innovation Hub facilities, technology, and equipment.
* Collaborates with librarians and library staff to integrate the use of technology with collections and spaces in ways that benefit library users.
* Advises and consults with students, faculty and staff on the use of Innovation Hub technology and equipment.
* Conducts tours and assists with library instruction and literacy initiatives by preparing resources and setting up technology.
* Develops and delivers instructional workshops related to the use of specialized technology such as VR headsets, 3D printers, design software, recording equipment, etc.

##### Research Support

* Evaluates how technology may be used in research and stays up to date on new developments and initiatives.
* Supports the use of geospatial, statistical, and critical making technologies in research projects and course assignments.
* In consultation with the Digital Scholarship Librarian, works with IT and library staff to maintain and improve Innovation Hub facilities for research, teaching, and learning, and participates in the design, delivery and evaluation of related library services.
* Collaborates with library and communications staff to inform content that highlights and promotes the use of Innovation Hub technologies and facilities in research.

##### Technical Support

* Maintains, and upgrades hardware, software and equipment for the Odette Critical Making Studio, the Data Visualization Lab, and other facilities related to the Moore Innovation Hub.
* Sets up and troubleshoots technology, diagnoses hardware and software problems and addresses issues identified by users.
* Liaises with suppliers, manufacturers and vendors re parts, repairs, and upgrades. Orders replacement parts, hardware and supplies to ensure continuity of operations and services.
* Provides technical support for initiatives and projects that use innovative approaches and specialized technology to improve the accessibility and availability of library collections and facilities.
* Maintains proficiency in technological and job-related knowledge.

##### Operational Support

* Ensures computers and equipment are well maintained and necessary supplies are available for student and staff use.
* Maintains inventories and usage statistics, outputs reports, and recommends software and hardware upgrades to inform planning and service delivery.
* Tracks contract renewal timelines and works with librarians, library staff and vendors to ensure continuity of access to hardware, software, and applications.
* Documents policies and best practices, creates and maintains manuals and instructions for users.
* Ensures implementation of health and safety regulations in designated spaces regarding WHMIS, CNSC, Hazardous Waste.
* Manages bookings for Innovation Hub facilities and equipment.

#### Education Required:

* Honours Bachelor’s Degree (4-year)

#### Experience/Qualifications Required:

* Minimum three (3) years’ experience providing client-facing services and support, experience in an educational setting preferred.
* Training in and demonstrated use of specialized equipment related to critical making, data analysis and visualization.
* Demonstrated experience teaching or training others in the use of specialized equipment and technology.
* Experience with Enterprise software and systems.
* Competency in technology, software and applications that enable users to interact with data, explore and innovate in research and teaching environments.
* Excellent communication and time management.
* Demonstrated skills in and commitment to delivering user-focused services and fostering continuous improvement.
* Ability to work well in a team.
* Ability to participate in strategic discussions and special projects as a technical lead.
* Demonstrated interest in continued professional development to adapt to the evolving use of technology in research and learning environments.

**Job Evaluation Factors:**

##### Analytical Reasoning

This role will encounter a significant degree of complexity and will require advanced analytical reasoning. For example,

* The incumbent will be expected to evaluate and provide advice about how specialized technology can be integrated with research projects and course assignments and work closely with staff and faculty to understand goals and align with learning plans.
* The incumbent will coordinate ongoing maintenance of specialized equipment to plan for and ensure continuity of operations for users, and will analyze usage data to address ongoing and predict future needs.
* The incumbent will troubleshoot issues with specialized systems and technology and liaise with IT and vendors as needed to repair and restore equipment and technology.

##### Decision Making

The incumbent will have a high degree of freedom to exercise initiative or act independently in making day-to-day decisions. This position will be the first point of contact to coordinate bookings and use of Hub facilities on an ongoing basis. They will monitor and evaluate ongoing usage, prioritize upgrades, and share recommendations to inform strategic planning and decision making related to service delivery, future needs, and budget expenditures.

##### Impact

This role has the potential for significant impact. The incumbent will have opportunities to influence and facilitate the use of technology in research by enabling users to explore, innovate, discover, tell stories, and produce artifacts from unique perspectives. This role can make consequential contributions to Trent’s participation in projects, initiatives, and experiential learning opportunities that use specialized technology to advance research and mobilize knowledge across disciplines.

##### Responsibility for the Work of Others

Direct responsibility:

* For student assistants working with facilities within or related to the Moore Innovation Hub.

Indirect responsibility:

* For students, staff and faculty using specialized equipment and technology in the Odette Critical Making Studio and the MaDGIC Data Visualization Lab.

##### Communication

Internal

* Students, staff, and faculty:
  + Coordinate bookings for and demonstrate how to use specialized technology and equipment.
  + Answer queries about Hub facilities.
  + Communicate usage and facility policies.
  + Clarify and troubleshoot issues.
* Library and communications staff:
  + Identify, discuss, contribute to communications that highlight innovative examples of specialized technology use in research.
* Technicians and technologists:
  + Troubleshoot, repair, upgrade, replace equipment and applications.
* Facilities Management:
  + Coordinate and clarify repairs, space planning, technology requirements (i.e. power supply needs, etc.).
* Librarians and library staff:
  + Participate in planning for the use of specialized equipment and technology to make library collections and services more accessible and available for users.
  + Provide logistical and technical support for the Innovation Hub.
* Student employees:
  + Explain assigned tasks, demonstrate and oversee use of equipment.
* Instructors:
  + Assist with setup for workshops, labs and classes taking place in Hub facilities.
* IT:
  + Coordinating and aligning technology upgrades with system needs, installations.

External

* Vendors, manufacturers:
  + Gather information, order equipment, troubleshoot technical issues.
  + Verify alignment with contract terms and conditions.
* Technicians and technologists from other institutions:
  + Discuss aspects of service delivery, troubleshoot technical issues.
  + Demonstrate usage and examples of the role of technology in research.
* Trent and public user communities
  + Act as resource and liaison for Hub facilities.
* Parents and prospective students:
  + Participate in tours and demonstrations.
* Community partners in experiential learning and other initiatives
  + Act as resource and liaison for Hub facilities.

##### Motor/ Sensory Skills

* Fine motor skills:
  + Manipulate and repair equipment, devices.
  + Data entry using peripherals such as a keyboard, mouse, touch screen.
* Dexterity:
  + Manipulate, work with, repair equipment.
* Gross motor skills:
  + Move equipment, collections.
  + Set up rooms.
* Hearing:
  + Respond to user queries.
  + Listen for equipment malfunctions, commands, alarms.
* Sight:
  + Read manuals, contracts, reports, instructions (on screen).
* Coordination and equilibrium:
  + Maintain balance while testing and using virtual reality devices.

##### Effort

Mental

* Sustained concentration:
  + Explore and troubleshoot issues, systems, applications, equipment malfunctions.
  + Conduct research.
  + Analyze usage statistics.
* Prioritization:
  + Identify and act on the most important needs/issues at a given time.
* Adaptability and flexibility:
  + Assess and respond to changing needs.
  + Quickly change course when a solution does not resolve an issue.
* Creativity and imagination:
  + Resolve challenges.
  + Contribute to, foster, and support innovative uses of technology.
  + Continuously improve services.
* Confidentiality:
  + Related to vendor contracts and terms.
  + In working with faculty and staff who may be handling sensitive data or information.
* Empathy and Patience:
  + Work with users regardless of pre-existing knowledge or technical ability.
* Strategic thinking:
  + Apply technical forethought and plan for changing needs.
  + Evaluate and make recommendations about the role of Hub technology in broader library and university initiatives.

Physical

* Stand, walk, teach, and demonstrate in Hub facilities.
* Demonstrate use of specialized equipment in other spaces (i.e., use of a high-precision GPS unit outdoors, use of VR headsets).
* Lift computers, office equipment, Hub equipment, rearrange rooms, set up spaces for events and instructional purposes.

##### Working Conditions

Physical

* Injury:
  + Operation of potentially dangerous electrical equipment.
  + Exposure to potentially dangerous materials.
  + Potential for dust on equipment, in spaces.
  + Eye strain, complications from sitting at a computer for long periods.
* Monotony:
  + Repetitive tasks.
  + Extended time on computers.
  + Overseeing processes that may take hours or days (i.e., 3D print jobs).

Psychological

* Occasional complaints:
  + From users about equipment, availability, logistics.
* Frequent coinciding deadlines:
  + Many tasks may be due simultaneously during busy times i.e., beginning of academic terms, end of FY, etc.
* Multiple competing priorities:
  + Regularly serving multiple user communities with different needs and goals such as academic departments, university operations, IT, systems, librarians and library staff.
* Frequent interruptions
  + To address priority issues, provide emergency technical support.
  + Unexpected changes that interrupt planned activities and schedules.
* Group dynamics:
  + Comfort with supporting and being supported by colleagues.