

Job Description

Job Title:	Lab Instructor/Media Technician
Department:	University of Waterloo Stratford
Reports To:	Digital Media Manager
Jobs Reporting:	N/A
Salary Grade:	USG 9
Effective Date:	December 2020

Primary Purpose

As a member of the UW Stratford School administrative team, this role is responsible for: maintenance and operation of, content development, policy development and support for, various digital assets, including, but not limited to, the Microtile wall, the audio lab, the usability and fabrication labs; developing and delivering technical skills workshops and pedagogical content for students in the GBDA and MDEI program.

Key Accountabilities

Responsible and accountable for maintenance and operation of digital equipment, including audio lab, FAB lab, Microtile wall, usability lab:

- Ensures maintenance and operation of digital assets for audio and video production and related software;
- Responsible and accountable for troubleshooting for software and hardware in areas of responsibility;
- Advises on the purchase of software and related equipment in areas of responsibility, in consultation with IT personnel, Administrative Officer, Director, as appropriate;
- Serves as back-up to IT personnel and other Media Lab Instructor/Media Technician for technical support, workshop delivery, student and faculty support.

Responsible for content creation for all campus digital assets:

- Responsible for the creation of video and motion graphics for, (but not limited to) recruitment collateral, campus events and community outreach projects
- Acts as liaison between UW Stratford and the content providers/designers (ie., researchers from other UW departments, other institutions, industry and community partners);
- Uploads content to digital assets in support of instructors, researchers, staff;
- Delivers course components that deal with creating, configuring, and uploading student projects to digital assets;
- Creates custom designs for special events;
- Explores new and existing tools to better manage content and workflow, to create a larger inventory of designs, to allow more effective communication with other designers;
- Sources creative work from external sources;
- Develops online tutorials on content design, creation and implementation;
- Authorizes access to Microtile wall;
- Remains current on digital display/design technologies.

Responsible for managing Audio Lab:

- Provides guidance and support to students/instructors/researchers using the equipment;
- Develops recordings for specific uses, including internal promotional videos;

Job Description



- Maintains and updates existing equipment;
- Authorizes access to audio lab;
- Remains current on audio/sound technologies for audio lab;
- Develops online tutorials on audio lab equipment.

Responsible for maintenance and operation of FAB and Usability Lab:

- Provides guidance and support to students/instructors/researchers using the equipment;
- Maintains and updates existing equipment;
- Maintains and oversees the use of the 3D printing, laser cutter equipment and associated tools;
- Develops, and delivers workshops on equipment;
- Remains current on software and equipment for both labs;
- Develops online tutorials for FAB and Usability lab equipment.
- Maintains a safe working environment, in consultation with the School's Joint Health and Safety Committee's direction and requirements.

Resource for special projects:

- Provides technical support, curatorial direction and expertise as required for all special events and projects, including, but not limited to, MDEI Program Intensives; GBDA showcase, recruitment and community outreach events.
- Delivers technical workshops for recruitment and community outreach, including, but not limited to, Discovering Digital Media Days, Code-a-Character and design camps.

Responsible for technical consultation and instruction to GBDA and MDEI students:

- Assists GBDA and MDEI instructors with experiential learning activities using digital media equipment;
- In consultation with relevant instructors and the Director, develops and delivers the technical skills workshops related to the Stratford School curriculum, and other pedagogical support, as assigned;
- Provides consulting services, support and training to students for digital media equipment used in GBDA and MDEI curriculum;
- Assists students in all aspects of audio, video, and photography production;
- Provides technical support to students.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Completed Bachelor's degree in relevant field, or equivalent education and experience

Experience

- Several years of experience as IT technician, video/motion graphic content creator, instructor, consultant in an academic environment.

Knowledge/Skills/Abilities

- Maintain a clear Police Vulnerable Sector Check
- Knowledge of both Windows and Mac operating systems, networks and hardware
- Teaching and mentoring skills
- Audio, video, and photo production and post-production, including related software such as Adobe CC
- Audio, video, and photo equipment familiarity

Job Description



- Experience with MicroTile (and other digital display) technology: programming, construction, deployment
- Familiarity with operation and management of database for signing out equipment and other resources
- Well-developed interpersonal skills; ability to apply sound judgment and to handle confidential materials. Proven ability to deal with faculty, staff and students with tact and diplomacy

Nature and Scope

- **Level of Responsibility:** Must be self-directed with proven initiative and the ability to work independently in a busy multi-tasking environment. Well-developed organizational and communication (oral and written) skills are required. Proven ability to problem-solve; commitment to process improvement and to stay current with new technologies (hardware and software). Must have proven ability to teach and train undergraduate students in the use of computer and digital media equipment.
- **Decision-Making Authority:** Incumbent is required to make decisions as they pertain to best practices for content display on all digital assets. However, the nature and timing of the content needs approval. All responsibilities pertaining to the audio lab, usability lab, and FAB Lab are approved by the Digital Media Manager, Administrative Officer and/or the Director. Incumbent is required to make independent decisions on workshop content and delivery, while the overall structure and themes of the workshops are approved by the Director in consultation with instructors.
- **Physical and Sensory Demands:** Minimal exposure to disagreeable conditions typical of a technician's/lab instructor's position operating within a university classroom environment. Standing for long periods of time may be required, some exposure to machine noise such as laser cutter and 3D printer.
- **Working Environment:** Office/lab based with some travel between UW and UW Stratford. The UW Stratford campus is a relatively new initiative and will grow over the next few years. The incumbent will be part of a dynamic, forward-looking team and must be open to change and able to adapt to new situations quickly.