

Saint Michael's College
Job Description

Job Title: Makerspace Design Manager

Department: Information Technology

Supervisor or Manager: Associate Director, IT

Date Created: 08/25/2015

Last Revised: 05/19/2022

Our Mission: It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:

- Provides operations and logistics support for the SMC MakerSpace learning community
- Provides supervision and training for MakerSpace student staff
- Plans, develops, markets, and offers Makerspace workshops in collaboration with student staff
- Encourages community members to explore and acquire creative skills in the arts, crafts, and trades
- Builds MakerSpace partnerships among campus user community
- Maintains MakerSpace equipment and materials inventory
- Ensures compliance with safety and rules/policy guidelines

Essential Duties and Responsibilities:

- Collaborates with Ed Tech team and faculty to design projects that achieve specific learning outcomes for students
- Assists patrons (faculty, staff, and students) in achieving their project visions, whether for academic credit or personal interest
- Assists patrons in acquiring skills with available tools and equipment
- Answers technical questions for academic and individual projects
- Maintains MakerSpace equipment and coordinates any necessary repairs or preventive maintenance
- Hires, trains, schedules, and supervises student work staff
- With IT staff, develops policies and procedures for the use of the space
- Develops and oversees marketing strategies to publicize ongoing projects and workshops
- Develops training materials for use of equipment as well as processes and procedures for both patrons and student staff
- Tracks students, faculty, and staff who use the MakerSpace. Tracks and records projects completed and adds to MakerSpace portfolio
- Tracks use of consumable materials and reorder as necessary; develops MakerSpace budget in collaboration with the Associate Director
- Provides excellent customer service
- Supports fair treatment and equal opportunity for all
- Listens to and objectively considers the ideas/input of others
- Respects the talents and contributions of all individuals

Secondary Responsibilities:

- Attends bi-weekly IT staff meetings, weekly meetings with supervisor, team meetings, and other meetings as requested
- Maintains monthly statistics on attendance, projects, workshops, and other trainings
- Inventories and orders materials within assigned budget
- Maintains computer image for the MakerSpace equipment. Tests computer image as needed and coordinates with Desktop Specialist at IT Helpdesk for needed changes
- Troubleshoots and repairs technical equipment; consults and negotiates with vendor(s) when necessary
- Tracks licenses and software used in the facility in conjunction with Associate Director

- Networks with other Makerspaces in Chittenden County

Positions Supervised:

- Small staff of students

Major Contacts:

- Associate Director of Educational Technology, Information Technology Staff
- Educational Technology team
- Faculty
- Staff
- Students (undergrad and grad)

Demonstrates Excellence:

- Understands pedagogy and how “making” can enhance learning
- Is able to communicate well with faculty, staff, and students
- Brings student workers to a high level of technical knowledge and skill; builds their confidence in their abilities
- Thinks creatively and is able to convert ideas into reality
- Provides excellent and enthusiastic customer service, and inspires others to do the same

Education and Work Experience:

- Bachelor's degree preferred or 3 or more years' experience in a technical field
- At least 1 year of customer service experience

Analytic Skills:

- The ability to analyze, design, implement, and assess a project

Language and Literacy Skills:

- Reads and understands basic instructions. Conversational skills including responding to supervisors and co-workers as needed to ask questions, provide information, seek direction, and plan work
- Some writing is required for position in the form of drafting communications on various topics for different audiences, with the goal of communicating a message clearly, concisely, in a friendly manner, and with the intention of anticipating questions that may arise and addressing them in the original message

Computer/Technology Skills:

- Microsoft Office Suite – proficient
- Adobe Illustrator, Premier, and Photoshop – highly proficient
- Sewing Machine, Laser Cutter, and Vinyl Cutter – operation and maintenance
- Teams & Zoom - proficient

Licenses, Certifications and Other Requirements:

- N/A

Physical Demands:

Work is often performed in a typical office environment requiring:

- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- Limited physical effort required
- Very limited exposure to physical risk
- Occasionally required to lift up to 30 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:

- Available to work some evenings and weekend hours
- Must be able to work with limited supervision

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.