

# **IT MAKERSPACE SUPPORT SPECIALIST**

**(Range 117)**

## **DEFINITION**

Provide program support for District-wide makerspace services. Performs a wide variety of tasks including program design, implementation, and technical support.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Assistant IT Director and general supervision from the IT Director, CIO.

## **RESPONSIBILITIES:**

**Essential and marginal functions and responsibilities may include, but are not limited to the following:**

This class specification lists the major duties and responsibilities of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

1. Stays abreast of new trends and innovations in the field of connected learning and makerspace services.
2. Consults with various departments on the development of grant proposals for makerspace services.
3. Establishes standards related to hardware and software specifications in cooperation with program delivery staff.
4. Assists with the procurement, inventory, and implementation of program hardware and software.
5. Assists with the training of program delivery staff in the use of makerspace hardware and software and assist with the development of training documents.
6. Coordinates program implementation with various departments.
7. Maintains contact with vendor help desks and staff for the purpose of keeping software and firmware versions up-to-date.
8. Troubleshoots and repairs equipment and coordinates with vendors for the repair of broken equipment.
9. Develops and assists in the implementation of strategies for continued and improved makerspace services.
10. Responds to inquiries and concerns from staff in a courteous and timely manner.
11. Provides updates, status, and project completion information to the Assistant Information Technology Director.

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12. Operates and utilizes office equipment including but not limited to: copy machine, scanning services, print stations, telephone, fax machine, Mac and Windows computers.
13. Operates Library District vehicles.
14. Assists with special projects and participates in committee work, as needed.
15. Researches solutions and assists in the implementation of special projects.
16. Maintains compliance with Library District and branch-specific policies and procedures.
17. Promotes and supports the overall mission of the Library District by demonstrating courteous and cooperative behavior when interacting with public and staff.

**Marginal Functions:**

1. Attends staff and other miscellaneous meetings.
2. Serve on the Makerspace Advisory Committee.
3. Performs related duties and responsibilities as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**

1. Informal learning environments and connected learning principles, applications, and culture including IoT culture, innovative service models, collaboration, HOMAGO, STEAM, self-directed, project-based, and interest-driven learning.
2. Current Apple hardware and software solutions.
3. Emerging STEAM technology, trends, principles, and best practices.
4. Project management techniques, including development and implementation of makerspace technologies.
5. Library District mission, strategic initiatives, and terminology.
6. Library District policies, procedures, and guidelines.
7. Pertinent federal, state, local laws, regulations, and ordinances.
8. Correct business English including spelling, punctuation, and grammar.
9. Video and audio production software and hardware and green screen technology.
10. Virtual reality technology.
11. Robotics, such as LEBO Robots, WeDos, and EV3s.

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12. Coding and 3D modeling and printing.
13. Graphic design.
14. Video cameras with accompanying accessories.
15. STEAM-related gadgets (Arduino microcontrollers, Raspberry Pi, etc.).
16. Various makerspace software, including but not limited to Adobe Creative Suite and ProTools.
17. Use of hand and power tools, equipment, and other technologies related to makerspace activities such as laser and vinyl cutting, and wood and metalwork.
18. Troubleshooting and resolving equipment malfunctions.

**Ability to:**

1. Support informal learning-centered environments for youth/teens.
2. Use and maintain the software and hardware used in the makerspace program.
3. Enjoy tinkering and learning new technologies.
4. Thrive on change as products and solutions evolve.
5. Establish and maintain effective working relationships, both internal and external, during the course of work.
6. Work creatively, collaboratively, and effectively to promote teamwork.
7. Describe technical concepts to a non-technical audience.
8. Quickly learn and teach basic and intermediate operation of equipment and new technologies.
9. Exercise initiative and good judgment.
10. Work effectively under pressure.
11. Work quickly and accurately and perform multiple tasks concurrently.
12. Accept change and maintain flexibility.
13. Understand, interpret and explain Library District, branch, and department policies and procedures.
14. Work both independently and as part of a team.
15. Communicate clearly and concisely, both verbally and written.
16. Maintain accurate records, files, and equipment inventory.

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17. Maintains a safe environment for Library District patrons and staff.

**Skilled in:**

1. Use of personal computers, peripherals, and associated software.
2. Use of library and general office equipment.
3. Safe and efficient operation of vehicles.

**Training and Experience:**

High school diploma or GED equivalency required.

Two (2) years direct experience using and working with equipment normally found in a makerspace (3D printers, audio/video editing and recording software, etc.) required.

Two (2) years' experience working with Apple software and hardware.

**License, Certificate, or Requirements:**

Possess a valid driver's license and have the ability to obtain a valid Nevada Driver's License at the time of hire.

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

**Physical Requirements:**

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, frequent light lifting (5 - 10 pounds) and moderate lifting (12 - 20 pounds); occasional heavy lifting or moving (50 - 100 pounds); frequent bending, stooping, reaching, and pushing; the continuous operation of hand or power tools to very exacting tolerances, calling for full coordination of sensory and manipulative ability; and standing or utilizing a keyboard for extended periods of time.

Tasks require depth perception, color perception, sound perception, visual perception, and oral communications ability.

**Environmental Requirements:**

Work is subject to travel.

**FLSA: NON-EXEMPT**

**CBA: NON-SUPERVISOR**

**DEVELOPED: June 2019**