

Digital Media Experience Lab Advising Associate

Department: Library Learning Services, TMU Libraries
Position supervisor: James Loney, DME Lab Manager
Contract length: 27 weeks beginning September 2024
Hours of work per week: 12
Position type: Non Union Part Time
Rate of pay: \$20/hr

About Toronto Metropolitan University (formerly Ryerson University)

At the intersection of mind and action, Toronto Metropolitan University is on a transformative path to become Canada's leading comprehensive innovation university. Integral to this path is the placement of equity, diversity and inclusion as fundamental to our institutional culture. Our current [academic plan](#) outlines each as core values and we work to embed them in all that we do.

Toronto Metropolitan University welcomes those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us to expand our capacity for diversity in the broadest sense. In addition, to correct the conditions of disadvantage in employment in Canada, we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, and those who identify as women and/or 2SLGBTQ+. Please note that all qualified candidates are encouraged to apply; however, applications from Canadians and permanent residents will be given priority.

As an employer, we are working towards a people first culture and are proud to have been selected as one of Canada's Best Diversity Employers and a Greater Toronto's Top Employer for 2015, 2016, 2017 and 2018. To learn more about our work environment, colleagues, leaders, students and innovative educational environment, visit www.torontomu.ca, check out [@TorontoMet](#), [@TorontoMetHR](#) and [@ECItorontomet](#) on Twitter, and visit our [LinkedIn company page](#).

About the TMU Libraries

A vibrant and innovative centre of exploration, research, creation and learning, the University Library is positioned at the core of the University's academic, research and community engagement goals. The Library supports a diverse community of learners and instructors, researchers and scholars, and community experts and entrepreneurs, and is a hub of

interdisciplinary SRC. The dedicated team of more than 100 talented individuals supports a growing academic community, including new campuses and a growing number of international students. The University Library provides crucial academic learning, creation and research resources, programs, services and spaces. Its unique blend of expertise and programming, coupled with access to leading edge technology and an array of information resources, fosters a rich academic environment, supporting the University's complement of degree programs, and advancing research and discovery, and community outreach and engagement.

The opportunity

The TMU Libraries' Digital Media Experience ("DME") Lab equips TMU students and other Library users to create by providing a hands-on learning environment conducive to experimentation, serious play, and community collaboration. At the DME, the focus is not just on outputting objects, but also on supporting the creative process needed to author these media. To best help lab users engage our lab's services, Advising Associates specialize in either 1) **Digital Media Creation** or 2) **Fabrication Technology** subject matter expertise areas:

Digital Media Creation

- Media Production (audio recording, photography, green screen studios, 3-point lighting kits, 3D scanning...)
- Media Post Production (Audio Editing workflows, Video Editing workflows, Animation, VR editing,...)
- Imaging (Adobe PhotoShop, Adobe Illustrator,...)
- Web design and development (Wordpress, HTML5, CSS,...)
- Coding (Python, Arduino IDE, Javascript, bash scripting...)
- IoT (Grafana, InfluxDB, Node-Red,...)
- Microprocessors (Arduino, ESP32, Raspberry Pi,...)

Fabrication Technology

- Additive manufacturing techniques (FDM 3D printers, embroidery machines,...)
- Subtractive manufacturing techniques (laser cutters, vinyl cutters,...)
- Textiles (sewing machines, knitting, crocheting, sewing conductive thread...)
- Hand tools (drills, saws, clamps,...)
- 3D modeling / CAD (TinkerCAD, Fusion 360, Blender,...)

After training, all Advising Associates will be expected to deliver beginner-level sessions on soldering, sewing machine fundamentals, Arduino basics, 3D modeling in Fusion 360, Adobe PhotoShop, Adobe Illustrator, and Adobe Premiere.

Advising Associates are scheduled in shifts of 3-4 hours, up to 12 hours per week.

Responsibilities

As an Advising Associate, you will support the lab in the following areas:

Training

1. **Developing and delivering innovative technology training.** This includes offering 2-3 formal workshops per week within your subject matter expert area. In addition, you will provide beginner-level training and informal workshops in all of the following areas: soldering, sewing machine fundamentals, Arduino basics, 3D modeling in Fusion 360, Adobe PhotoShop, Adobe Illustrator, and Adobe Premiere.
2. **Providing exceptional makerspace technology support services** (scheduled and drop-in one-on-one tutoring) offered to full-time and part-time TMU students using DME-supported hardware (Cricut, Prusa Mk3+ 3D printers, Glowforge laser cutter, IoT / electronics, sewing machines, cameras, microphones,...) and software (full Adobe CC suite, Arduino, Processing, Python 3,...).
3. **Identifying unmet training opportunities** and proposing new training opportunities (one-off workshops, recurring workshops, informal express workshops) based on your shift observations.
4. **Assisting full-time staff in the development of equipment certifications** that permit learners to measure their learning progress.

Lab Operations

1. **Applying standard lab practices** and procedures (i.e., opening and closing checklists, health and safety protocols, Library practices) in order to sustain a safe, organized and welcoming makerspace.
2. **Maintaining lab equipment** and proposing improvements to existing technology workflows.
3. **Documenting process work using** an internal knowledge-base.
4. **Communicating with patrons and coworkers** during shift hours. Identify unmet needs in the lab and communicate these to the manager.

Digital Literacy Advancement and Innovation

1. **Piloting new lab technologies and workflows** that may develop into DME services available to Library users.
2. **Identifying innovative projects created by DME Lab users** that the Library staff may feature in their Communications. Assist in curating displays of student work that align with Library Learning Services strategies.

3. Assisting the DME Coordinator with **special projects, collaborations, and other duties**, as assigned.

Advising Associate Competencies

To be successful in this role, candidates should have:

- A strong track record of punctuality and time management skills.
- Exceptional customer service experience.
- User-centred professional communication skills (written and verbal).
- Organizational systems for managing complex and changing projects.
- Project documentation skills.
- A deep appreciation for equity, diversity and inclusion.
- Subject Matter Expertise in their chosen technical area.
- Curiosity.

Qualifications

Applicants are required to be enrolled in a full-time undergraduate program and in good academic standing.

How to apply

Full-time undergraduate students in good academic standing are invited to apply for the Advising Associate job competition. Application packages should be submitted through our [application form](#). Each package must include:

- [] A cover letter identifying:
 - Your chosen Subject Matter Expertise area,
 - Relevant technical / makerspace experience, and
 - An outline of and how your past customer service experiences can help the Library advance digital media literacy through the DME Lab.
- [] A resume.
- [] 2-3 references.
- [] A portfolio or selection of 3-5 works relevant to your specialization area.

Toronto Metropolitan University's commitment to equity, diversity and inclusion

We encourage all First Nations, Metis and Inuit peoples or Indigenous peoples of North America, to self-identify in their applications and also reach out to [Tracey King, Indigenous Human Resources Lead](#) for support during the selection process.