

Support Job Position Description

Section I: Position information

Effective date	2026-07-01	☐ Update only	☐ Classification review
Position title	Maker Space Technician		
Position number	998489		
Classification level	R1		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Athabasca Main Campus		
Department	Centre for Architecture		
Reports to	Chair, RAIC Centre for Architecture		

Position summary

Briefly describe the main purpose(s) of the position.

The Maker Space Technician provides operational administration and user support for the Athabasca Architectural Maker Space (AAMS), assisting students, staff, faculty, and external visitors in identifying appropriate equipment and operating procedures to meet individual project requirements. The incumbent delivers training and instruction on the safe and effective use of AAMS equipment, resolves user concerns related to access, bookings, and operations, manages equipment booking, loan, and return processes, and conducts demonstrations showcasing the facility's capabilities to internal and external stakeholders.

The position oversees the maintenance, administration, and security of AAMS equipment, including equipment installation, troubleshooting malfunctions, coordinating repairs and upgrades, maintaining software, monitoring inventory and supply levels, equipment storage needs, and training. The Maker Space Technician assists the Chair, RAIC Centre for Architecture with new AAMS projects by providing technical recommendations, evaluating equipment options and supplier quotations, and coordinating equipment delivery, shipping, and installation activities.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

User Services and Operations:

- Assists and determines the appropriate equipment and procedures to meet diverse user's project requirements using the equipment of the AAMS.
- Resolves user concerns related to equipment access, bookings, training, and operational issues.
- Provides training and instruction to equipment users on the safe and effective operation of AAMS equipment.
- Conducts demonstrations to showcase facility capabilities and the use of the AAMS equipment to external visitors.

- Oversees the loan and return of mobile and portable AAMS equipment in a fair and efficient manner to maximize equipment availability and utilization.

Equipment Management and Administration:

- Ensures all AAMS equipment is properly maintained and operational by diagnosing and resolving equipment malfunctions, assessing repairs, upgrade, and replacement requirements, and maintaining current software and updates.
- Monitors inventory levels (e.g.: printer filaments and printer ink), anticipates supply requirements, and reorders to replace inventory as necessary.
- Ensures equipment is safely secured in the AAMS.
- Evaluates equipment options and supplier quotations to recommend purchases that meet technical, operational, and budgetary requirements.
- Coordinates equipment delivery, shipping, and installation activities with the Chair, suppliers and relevant AU departments following procurement approval.

Other:

- Other duties as assigned

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Classification factors

Context and complexity

Complex technical responsibilities in the areas of facility maintenance and management, and equipment installation and maintenance. Technical expertise on various AAMS equipment is essential for ongoing maintenance and resolving equipment issues. Acts as a technical resource and advisor regarding equipment capabilities, use, and procurement. Assesses user needs and project requirements to recommend appropriate equipment and safe operating procedures. Ensures compliance with safety procedures and security protocols, while providing access to users with varying levels of technical competency. Exercises judgement in determining maintenance priorities, supply requirements, equipment replacement needs, and procurement recommendations.

Work problems

Requires independent decision-making and in-depth knowledge of the operation and maintenance of various specialized equipment to perform daily equipment maintenance and troubleshooting tasks. Must balance competing demands for equipment access and resolving user issues and equipment malfunctions, while maintaining excellent customer service.

Authority

Required to work on-site independently under the direction of the Chair, RAIC Centre for Architecture. The incumbent must diagnose and resolve equipment and operational issues, utilizing user manuals, and in consultation with the Chair and equipment suppliers. Under the direction of the Chair, is responsible for the coordination of the installation of new equipment and hardware development. Errors may cause a decline in public and student relationships.

Contacts and communications

The position maintains regular contact with students, faculty, staff, suppliers, contractors, and external visitors and requires outstanding oral and written communication. Communications involve providing technical training and guidance, explaining equipment operation and safety requirements, supporting student and research activities, resolving operational and equipment issues, coordinating equipment bookings and loans, conducting demonstrations, and obtaining technical information, quotations, and services from external suppliers. Superior report writing skills are required. Communications require strong interpersonal skills and the ability to convey technical information clearly to audiences with varying levels of expertise.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

1. A diploma or certificate in digital fabrication or in a related field. Equivalent education and experience or a combination of these will be considered
2. Experience in working with fabrication equipment including 3D printers and scanners, virtual reality, 2D printing, Computer Numerical Controlled (CNC) Router, audio-visual equipment (cameras, green screen, microphones, mixing boards) and motion capture.
3. Computing experience with Windows and Apple OS operating systems. Experience with 3D, audio and video editing software would be an asset.
4. Ability to manage a complex suite of equipment as evidenced by prior job experience.
5. Experience in training others to use fabrication equipment

Signatures for sections I and II

Department Head signature		Date Select a date.
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Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.