

Role Profile

- Job Title:** Immersive Technician
- Location:** Working from the Market Hall, Plymouth, with some opportunity for remote working
- Hours:** 35 hours per week to be worked flexibly including evenings & weekends to suit the needs of the business/team
- Salary:** Starting from £25,750 depending on experience

About Real Ideas

Real Ideas Group works to solve problems and create opportunities that regenerate communities and support individuals to progress and flourish. The Group is made up of four business units, each leading and growing a specific area of practice – Real Immersive; Real Art, Make, Print; Nature & Neighbourhoods and Real Pathways. All are linked by our shared values and continuing commitment to social enterprise.

Real Immersive

This role is part of Real Immersive, the Real Ideas' team running a hub for world-class immersive technologies, primarily located at the Market Hall, Plymouth. Real Immersive empower individuals and communities through innovative immersive technologies, education and community engagement. They provide specialist facilities, particularly a state of the art, 360 immersive dome, plus other spaces, activities, and opportunities to engage people with the potential of immersive technologies, supporting them to develop skills, make content and sell products, growing businesses, and creative careers.

Job Purpose

The Immersive Technician plays a vital role in the Real Immersive team, overseeing the ongoing maintenance and safeguarding of the immersive dome and related production and other technical facilities at the Market Hall and beyond. The Immersive Technician will help facilitate creative and collaborative content design, support workshops and other activities, and provide operational skills training and specialist advisory support for a wide range of users and Real Ideas staff. The Immersive Technician will report to the Real Immersive Content Production and Partnerships Lead.

Main duties and responsibilities:

- Technical and operational coordination of Real Ideas' immersive technology facilities.
- Resource scheduling, coordination of physical and digital assets and equipment, ensuring effective communication between Real Ideas and customers/visitors.
- Work with Real Ideas in the coordination of planning, acquisition, and provision of specialist digital resources.
- Provide specialist support for the processes that form immersive media design, which could include motion capture, virtual/augmented/mixed reality, animation, visual effects, digital artwork, sound recording/ sound design, and quality control.
- Calibration of dome projectors and operating server (Screenberry).
- Provide technical support and specialist advisory support to Real Ideas staff and customers.
- Work with Real Ideas staff in the planning and coordination of immersive technology learning activities, including inductions, workshops and junior tech clubs.
- Work with the Content Production & Partnerships Lead and Real Ideas IT service provider to ensure continuity of Market Hall PWAN infrastructure, in particular workstation performance, software and firmware upgrades, etc. to ensure optimum and consistent service provision.
- Ensure our specialist media servers are backed up and secure.
- Work with the Real Ideas casual pool of Immersive Member Technicians who provide additional technical support and delivery of activities.
- Ensuring areas, cabling etc are kept tidy and organized and that kit is charged.
- Support event/experience delivery and facilitation including set up and take down.
- Answer general enquiries from visitors and customers about dome content, Real Ideas and our events and activities and help with orientation.
- Work with Real Ideas in the ongoing review of Safe Systems of Work and Risk Assessments related to the dome.

Real Ideas wide responsibilities

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and programmes to provide more value for customers and members.
- Work collaboratively across Real Ideas Business Units through active participation in Teamwork Packages or other working groups.
- To adhere to and uphold Real Ideas' social purpose, strategic aims and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To use all Real Ideas systems & processes proactively and effectively.

- Track, report on, push for and celebrate social and environmental impact through the work we do, helping us create more as a result.
- A flexible approach is required for the role.
- Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Scroll down to view the Person Specification...



Person Specification

Our values: How we behave

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design we don't fit into traditional business structures or strict 9 to 5 working hours.

There's nothing typical about the people who work at Real Ideas. With experience in many different industries and cultures the one thing we all have in common is a passion to make a positive difference in the world.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial.

You'll need to be dedicated, tenacious and enjoy the challenges of working as part of multi-disciplined team. At Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners to members and suppliers.

We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their face.

And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

If this sounds like you, then read on...

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

| | | |
|-------------------|--|------------------|
| Behaviours | Adaptability Looking at your ability to adapt to change | Interview |
| | Culture Fit Do you share our beliefs/values and bring about diversity within Real Ideas? | Interview |
| | Collaboration Can you collaborate effectively and work well with others? | Interview |

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|-----------------------|--|-----------------------------------|
| | <p>Growth Potential Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?</p> | Interview |
| | <p>Prioritisation Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.</p> | Interview |
| | <p>Digital Technology Do you have a commitment to adopting and using digital technology effectively to help solve problems and add value to the work of Real Ideas.</p> | Interview |
| Qualifications | <ul style="list-style-type: none"> • L2 (or equivalent) Numeracy & Literacy | Application |
| Experience | <ul style="list-style-type: none"> • Using a range of digital/immersive technologies, ideally working in or with a 360 immersive dome or planetarium. • At least 2 years' experience operating in an immersive/digital facility or venue. • Experience supporting or facilitating others in a variety of contexts, ideally using immersive technologies. • Data management: using data systems effectively, appropriately and securely to meet business requirements and in line with organisational procedures and legislation. | Application/ interview |
| Knowledge | <ul style="list-style-type: none"> • Strong theoretical and technical knowledge of immersive technologies, which could include 360 domes, immersive media, projection mapping, spatial audio, VR, AR and mixed reality technologies. • Immersive operating systems, hardware and software • Working knowledge of Health & Safety and Data Protection legislation | Application/ interview |
| Skills | <ul style="list-style-type: none"> • Friendly, approachable, able to work effectively with a wide range of individuals, with very different levels of expertise with immersive technologies. • Ability to multitask with a willingness to help and be proactive. • Ability to work effectively as part of a team. • Close attention to detail • Good time management • Ability to follow instructions | Application/ interview |

- Willingness and enthusiasm to learn.
- Determination and grit.
- Digital security: application of information security principles to
- information transfer, deletion, storage, usage and communications – using mobile devices where appropriate

Other

- Commitment to delivering excellent customer service.
- Strong commitment to diversity, equity & inclusion with a good knowledge and understanding of how discrimination works and wants to work in an environment that challenges this.
- A strong empathy with the values and ethos of Real Ideas

**Application/
interview**