

# Position Description



Position title:	Audio Visual/Video Conference Specialist
School/Directorate/VCO:	Information and Technology Services (ITS)
Campus:	Ballarat Campuses - Travel between campuses may be required.
Classification:	Within the HEW Level 6 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Amit Suyan Telephone: (03) 5327 6539 Email: a.suyan@federation.edu.au
Recruitment number:	850640

## Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia’s oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

## Portfolio

Information Technology Services (ITS) strives to be an innovative and reliable partner to the University, engaging all areas of the business in a collaborative and adaptable approach. ITS provides dependable services, whilst ensuring excellence in what we do, with quality and integrity.

Comprising of several cross-functional teams supported by an underpinning service support layer and governed by an overall strategic services and business solutions framework, ITS ensures that investment in technology is fit for purpose and benefits the University.

### Position summary

The Audio Visual (AV)/Video Conferencing (VC) Specialist works within a customer-focused team environment and contributes to the delivery and support of Audio Visual and Video Conferencing equipment and services.

The Audio Visual/Video Conferencing Specialist provides rapid solutions in a very demanding role that directly supports the key function of the University. The position needs exceptional customer service skills and the ability to adapt communication styles to the audience. The position requires the ability to quickly gauge the most appropriate course of action on the balance of available information and display an instinct for the best option that will minimise disruption to teaching and business functions.

### Key responsibilities

1. Maintain and monitor audio visual and video conferencing technology to ensure the consistency and stability of all supported Teaching, Meeting and Function spaces.
2. Provide proactive maintenance and operational support for AV Technology, VC Endpoints, Computer hardware and related Software Systems in all supported spaces.
3. Provide high level support for escalated incidents from Service Support staff.
4. Identify and perform Problem Management processes to ensure underlying AV/VC issues are resolved and reoccurring incidents are eliminated.
5. Assume responsibility for Scheduled Video Conferencing Connections and Recordings.
6. Installation and configuration of AV/VC equipment and the ongoing maintenance of associated software and firmware versions.
7. Provide onsite technical diagnosis of Federation University Australia SOE hardware and software in teaching and meeting spaces such lecture theatre and teaching room audio visual equipment.
8. Complete assigned work within Service Level Targets and keep an accurate record of all work in IT Service Management (ITSM) Tool.
9. Maintain the Asset Register within the ITSM tool for all AV/VC technology and ensure adequate stock levels of related consumables and spares.
10. Assist the ITS Training and Development Team by providing documentation, identifying training requirements and usability issues for end users.
11. Provide input for AV design and take responsibility for the commissioning of new and upgraded spaces.
12. Escalation of warranty and support issues to external vendors.
13. Co-ordinate with Facilities Services and external contractors on teaching space projects and manage AV project work items through to completion.
14. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
15. Undertake the responsibilities of the position adhering to:
  - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OH&S) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

### Level of supervision and responsibility

The AV/VC Specialist works under the general direction of the Team Leader, Audio visual and conferencing technologies and is responsible for the effective operation of IT Services in teaching and meeting spaces, through the appropriate technical diagnosis of requests and/or accurate referral of requests to third tier teams or a relevant vendor where immediate first level assistance is not possible. The position works either remotely or onsite.

Working within existing ITS processes and procedures, the AV/VC Specialist will need to use technical diagnosis and troubleshooting skills, personal experience, innovative thinking to resolve issues. The position is regularly required to act independently, quickly and decisively in the event of service disruption or failure to minimise impact on the University's core business. The position is also required to log all work and interactions using the supported Information Technology Management System (ITSM) tool and provide documentation to the knowledgebase to improve the first point resolution for the Service Desk.

The AV/VC Specialist is required to develop a good understanding of all aspects of ITS systems and services including teaching and learning environments and associated audio visual equipment, online learning systems, computer systems (both hardware and software), mobile devices, electronic smart devices, telephony systems and an understanding of network environments, client and server side.

The AV/VC Specialist is required to appropriately manage their individual resources in order to meet the expectations of a service driven ITS environment. They are therefore required to identify and prioritise tasks and manage competing priorities to achieve the objectives of the Service Support teams.

Make recommendations on future strategies, procedures and systems relating to all aspects of teaching and meeting spaces support and services

### Training and qualifications

Completion of a degree with subsequent relevant work experience; or an advanced diploma with at least three years relevant work experience; or a diploma with at least three years relevant work experience; or extensive recent experience in supporting complex audio visual environments.

Experience with the installation of complex audio visual solutions will be highly regarded.

### Position and Organisational relationships

The AV/VC Specialist works as part of a team to address teaching and meeting support services issues at an operation level. The position provides AV/VC support to all University staff and students primarily at the Ballarat campuses but also across all campuses if required.

The position is required to develop positive working relationships with staff and students on campus and provide proactive and quality customer service. The AV/VC Specialist may also be required to provide AV/VC support to external entities utilising University facilities.

The AV/VC Specialist may be required to liaise with all levels of the University and perform in depth analysis to efficiently identify and report AV and VC incidents and processes that require problem management and/or process redevelopment.

### Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

1. Completion of a degree with subsequent relevant work experience; or an advanced diploma with at least three years relevant work experience; or a diploma with at least three years relevant work experience; or extensive recent experience in supporting complex audio visual environments.
2. Demonstrated ability to maintain Crestron integrated devices and systems utilised within Microsoft Teams rooms and preparedness to undertake training as required.
3. Demonstrated experience and knowledge of supported operating systems with a focus on Microsoft Windows as well as a thorough understanding of the Microsoft Office suite, diagnostics software and fault detection techniques.

4. Demonstrated project coordination and organisational skills in the establishment of services, including the demonstrated capability to develop systems and processes, and maintain accurate records.
5. Demonstrated communication skills, including the ability to draft reports and other communications for different audiences.
6. Demonstrated ability to provide quality support to University staff and students and external clients utilising audio visual and video conferencing equipment within the various types of teaching spaces and meeting spaces.
7. Demonstrated quality management by maintaining the AV/VC queues in ITSM of all tasks/jobs performed and record all Educational Technology equipment and system faults.
8. Demonstrated comprehensive understanding and experience in the installation, commissioning, maintenance and support of teaching and meeting space technology.
9. Demonstrated analytical and technical problem solving and organisational skills, including the ability to work autonomously, exercise professional judgement and problem resolution skills to provide informed advice and assistance to a broad range of clients.
10. Demonstrated alignment with the University's commitment to child safety.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*