

Job Description – Audio-Visual Technician

Position Details

Position Title:	Audio-Visual Technician
Division/ School:	School of Communication & Design
Department:	Office of School of Communication & Design
Campus Location:	Based at the Saigon South campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV04
Time Fraction:	1.0

RMIT University

RMIT is a global university of technology, design and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work. One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located. With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 129-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates. We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT is ranked among the world's top universities in 23 of 38 assessed subjects (and all five faculty areas) featured in the 2017 QS World University Rankings by Subject. RMIT features among the world's top 100 ranking in the 2017 QS subject rankings in Art and Design; Architecture and the Built Environment; Computer Science, Information Systems, Engineering (Civil and Structural); Engineering (Electrical and Electronic); Communication and Media Studies, Education, Business and Management Studies, and Development Studies. The University's research was rated "well above world standard" in 13 research fields and "above world standard" in a further nine fields in the 2015 Excellence in Research for Australia evaluation. In the 2017 QS Graduate Employability Rankings, RMIT is ranked seventh in Australia and 71-80 in the world on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

www.rmit.edu.au

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Education and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. The academic programs span from vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

www.rmit.edu.vn

Position Summary

The Audio-Visual (AV) Technician is responsible for the ongoing operation and maintenance of AV equipment, editing suites, and media studios used to support the delivery of courses in the School of Communication & Design. This includes:

- maintenance of the AV equipment inventory and resources in a well-organized and working condition for loan to students and for demonstration by academic staff during their lab activities.
- maintaining accurate records of loans to minimize loss or damage and to enforce established guidelines for loans when warranted.
- staying current with the latest developments in AV technologies used in the creative industries, education media-related research and relevant Occupational Health & Safety guidelines

This role requires a solid technical knowledge of AV equipment and their integration and how they are used for studio and on-location production and in-house post-production.

Reporting Line

Reports to: School Manager – School of Communication & Design

Organisational Accountabilities

RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff, is up to date.

Key Accountabilities

- Provide high-level technical support to staff and students in the safe operation and use of the AV equipment and studio facilities.
- Ensure that AV equipment, editing suites and media studios are in a ready, serviceable condition to aid the School's educational objectives. This includes regular preventive maintenance, service, troubleshooting, and repair.
- Prepare AV equipment and studio facilities for practical classes and support academic staff in the delivery of lab classes as it relates to AV equipment, facilities usage, and safety.
- Verify equipment for damage or missing parts before check-out and at check-in to ensure students receive equipment that is in working condition.
- Create and maintain accurate manuals, records, procedures, and policies for equipment loans and studio usage.
- Inform students of reservations check-out and return guidelines and fines for late returns and damaged or lost equipment. Enforce fines based on a breach of agreement by the students and staff regarding late returns, broken or damaged equipment.
- Maintain the AV equipment database via barcoding the equipment and inputting it in the Loan Management System.
- Provide expert advice and file the necessary paperwork for the procurement of new equipment, hardware/software tools and materials/components, as well as setting up of equipment/tools service contracts with approval from the Program Manager and in consultation with Academic Staff who use the AV equipment and facilities for their coursework.
- Have an excellent understanding of how to use the audio-visual equipment (for example aesthetic considerations and how they align to technical), trouble-shoot equipment problems, do basic repair/maintenance, identify and work with suppliers and warranties/repairs, and research new updates.
- Cooperate with the IT Services department when required to ensure a smooth integration of the Department's audio-visual hardware and equipment with other IT related equipment.
- Document events and showcases via photography and video for the School of Communication & Design.
- Other duties as directed by line manager.

Key Selection Criteria

- A Diploma qualification in Design, Digital Media, Media Production or related field. Additional qualifications in a relevant field will be of additional advantage.
- At least 1 year experience in managing a AV store and media facilities (editing suites and media studio).
- Theoretical and practical knowledge of digital media technologies and their applications. The candidate must have working knowledge of the Adobe Creative Suite and related post-production software.
- The technical knowledge and ability to operate and maintain audio-visual equipment and media facilities.
- Well-developed verbal and written English communication skills to provide excellent customer support to staff and students.
- Demonstrated initiative, flexibility, resourcefulness, and the ability to work independently with minimal supervision to ensure timely completion of tasks.
- Knowledge of the educational and media/design environment in Vietnam and the ability to effectively operate in it
- Ability to work as a member of a team and to be flexible and adaptable to changing circumstances.
- Ability to work flexibly, effectively, and professionally in a multi-national and multi-cultural environment.
- Ability to display appropriate behaviours in line with the position, as per the RMIT Behavioural Capability Framework (Connectedness, Commitment to Excellence – Improve and Simplify; Imagination and Innovation; Impact; Inclusion; Agility).
- Knowledge of current Occupational Health and Safety legislation, regulations and practices as well as relevant experience in their implementation.

English Proficiency

English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 5.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

Endorsed:	Signature:	Approved:	Signature:
	Name & Title:		Name & Title:
	Date:		Date: