

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

Audio-Visual (AV) Technician is expected to support the delivery of digital media courses such as Digital Media Technologies, Digital Media Studio, Time Based Media and Sound Design for Digital Media within the Design (Digital Media) and Professional Communication Program.

The Technician is expected to ensure that the inventory is well organized, that students can borrow equipment in good working order to complete projects and that staff are supported in the setting up of equipment for demonstrations.

The Technician is responsible for the timely organization of the releasing and collecting of expensive and delicate equipment, in such a way as to minimize loss or damage and to adhere to and where necessary enforce established guidelines.

The Technician must stay updated on developments in education, research and administration within RMIT University Vietnam, sustain a quality environment, and ensure that all staff and students comply with Occupational Health & Safety rules.

Reporting Line

Reports to: School Manager –School of Communication & Design

Key Accountabilities

- Provide high-level technical support and advice to staff and students in development, operation and safe use of the AV equipment for loan and studio facilities.
- Maintain the availability and quality of studios, studio equipment, and equipment for loan to students and staff ensuring appropriate storage and security, manage requests for equipment and support, and perform related administration including record keeping, documenting and reporting.
- Maintain studios as well as audio-visual equipment in a ready, serviceable, clean and safe condition to aid the Centre's educational activities, including organizing preventive maintenance, service, troubleshooting and repair where required while ensuring the proper completion of logbooks and record sheets. Prepare classrooms and studio facilities for practical classes and assist academic staff in the delivery of classes.
- Provide regular reports to the Academic Staff in charge of AV Equipment regarding equipment that needs to be repaired or replaced, fines, inventory, and process issues. Assist in procurement of new hardware and equipment.
- Verify equipment for damage or missing parts before check-out and at check-in to ensure students receive equipment that is in working condition. Provide technical diagnoses in order to resolve technical problems related to equipment for loan and studio for reservation.
- Create and maintain accurate manuals, records, procedures, and policies for loan and inventory system.
- 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.
- Barcode the equipment and input it into the database of the Loan Management System.
- Provide expert advice for procurement of new equipment, hardware/software tools and materials/components, as well as setting up of equipment/tools service contracts. With approval from the Head of Department and in consultation with Academic Staff in charge of AV, specify, order and commission new equipment and hardware/software tools where required.
- 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.
- Other duties as directed by the Head of Department.

Key Selection Criteria

1. A Diploma qualification in Design, Digital Media, Media Production or related field.
2. A sound knowledge of the requirements managing audio-visual production and post-production studios.
3. Theoretical and practical knowledge of digital media technologies and their applications as well as basic information technology skills including the application of general-purpose, design and media production related software such as the Adobe Creative Suite, Da Vinci Resolve and audio applications like Avid Pro Tools.
4. Theoretical and practical knowledge of media and design technologies and a demonstrated knowledge of the operation, application and maintenance of audio-visual equipment.
5. Well-developed verbal and written English communication skills.
6. Demonstrated initiative, flexibility, resourcefulness and willingness to take on new challenges, work independently with minimal supervision, organise workload and exercise time management to ensure timely completion of tasks with a keen attention to detail.
7. Knowledge of specifics of the educational and media/design environment in Vietnam and ability to effectively operate in it;
8. Demonstrated experience in the use of Microsoft Office, Adobe Creative Suite (Photoshop, Adobe In-design, Adobe Illustrator).
9. Demonstrated administrative, organisational, and database management skills.
10. Team player and ability to be flexible to changing circumstances.
11. Ability to work effectively with both Vietnamese and international stakeholders.
12. Proven capacity to work in a high pressure and rapidly changing environment.
13. Sound conceptual and analytical skills, and judgment.
14. Ability to analyse, interpret and evaluate information for the preparation of purchase requests.
15. Previous experience in the provision of quality service and demonstrated commitment to client service principles.
16. 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).

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).

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.

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