



POSITION DESCRIPTION

Position Title	TECHNOLOGIST	Position No.	50059956
Team	Product & Content Technology	Classification	Technologist
Department	Technology Support	Schedule Roster Cycle	Schedule A 2 Week Rostered
Location	Darwin	Band / Level	Band 4
Reports to	TECHNOLOGY SUPPORT LEAD, NT 50037782	HR Endorsement	30/10/2020
Purpose			

Deliver timely, cost effective, high quality technical support services to ABC users in Darwin, in support of ABC program and network needs and to ensure broadcast continuity.

Key Accountabilities

- Under routine direction, provide technical assistance to minimise down time and ensure broadcast continuity. Investigate and log faults; implement workarounds and emergency fixes; escalate problems to system experts and service providers as required.
- Carry out a range of broadcast technical maintenance tasks to support program and network needs, including assisting with or undertaking efficient and effective preventative maintenance schedules; and undertaking regional maintenance activities as required.
- Maintain system and facility asset registers, technical databases, manuals and technical drawings.
- Assist with the planning, installation and commissioning of broadcast and associated systems to support minor and TPO works as required.
- Perform technical operations as required including TV Master Control and program links.
- Build developing client relationships to ensure service obligations are met or exceeded.
- Consult and communicate with clients to identify their needs, advise on potential solutions and resolve technical issues.
- Advise clients and keep up to date with new and emerging broadcast technologies.
- Engage in effective teamwork and communications to build a positive work culture within the team.
- Provide on-the-job guidance and instruction to less experienced colleagues as required.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Relevant tertiary qualifications or equivalent skills, knowledge and experience.
2. Demonstrated proficient capability in technical support functions, including troubleshooting, fault resolution, maintenance, upgrades, installation and operations.
3. Good communication skills with a strong client focus and ability to interact positively with clients, understand and meet their needs, and convey technical information in a clear and concise manner.
4. Good organisational and problem-solving skills with the ability to manage own workload and priorities to ensure timely completion of tasks.
5. Strong team commitment and interpersonal skills and behaviours.





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6. Understanding of the direction of technical innovation and its application in the broadcast industry.
7. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
8. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
9. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.