



POSITION DESCRIPTION

Position Title	TECHNOLOGIST	Position No.	30002947
Team	Product & Content Technology	Classification	Technologist
Department	Technology Support	Schedule Roster Cycle	Schedule A 2 Week Rostered
Location	Brisbane	Band / Level	Band 2-3
Reports to	TECHNOLOGY SUPPORT LEAD QLD 30005565	HR Endorsement	5/03/2021

Purpose

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

Key Accountabilities

- Under direction of the Technology Support Lead, perform basic technical support tasks to minimise down time and ensure broadcast continuity.
- Assist in the installation, maintenance and support of broadcast and communication equipment.
- Diagnose and solve simple technical/engineering problems from a range of sources, and escalate problems to system experts and service providers as required.
- Undertake straightforward technical operations as required including TV Master Control, program links and Outside Broadcasts.
- Carry out office and site housekeeping as required, including assisting with the maintenance of system and facility asset registers, technical databases, manuals and technical drawings.
- Keep up to date with new and emerging broadcast technologies and undertake appropriate training courses and on-the-job training as required.
- Maintain positive relationships with clients to ensure service obligations are met or exceeded.
- Consult and communicate with clients to identify their needs, advise on potential solutions and resolve simple technical issues.
- Engage in effective teamwork and communication to build a positive work culture within the team.
- 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. Undertaking or completed a relevant tertiary qualification in a Broadcast Technology or related field, or equivalent skills, knowledge and experience.
2. Developing to proficient capability in technical support functions, including troubleshooting, fault resolution, maintenance, upgrades, installation and operations.
3. Proficient 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. Ability to manage own workload and priorities to ensure timely completion of tasks.
5. Strong team commitment, interpersonal skills and behaviours.
6. Understanding of the direction of technical innovation and its application in the broadcast industry.





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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.