



POSITION DESCRIPTION

Position Title	TECHNOLOGIST	Position No.	30004585
Team	Product & Content Technology	Classification	Technologist
Department	Technology Support	Schedule Roster Cycle	Schedule A 4 Week Rostered
Location	Ultimo	Band / Level	Band 5
Reports to	NATIONAL TECHNOLOGY CLIENT SUPPORT MANAGER 30007132	HR Endorsement	8/01/2020

Purpose

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

Key Accountabilities

Technical Support

- Under general direction of the National Technology Client Support Manager, develop, implement, and provide technical monitoring of ABC's content and distribution systems. Undertake remote break-fix action where appropriate and provide backup for our local Technology Support teams across Australia. Escalate equipment performance issues to system experts/service providers and report critical status information to our partners in a timely manner.
- Assist with the development and ensure documentation of processes and procedures for technical monitoring, remote break-fix actions, issue escalation, status reporting of content and distribution of technical equipment.
- Carry out a range of broadcast technical maintenance tasks to support program and network needs. Maintain system and facility asset registers, technical databases, manuals and technical drawings. Undertake technical operations as required.
- Contribute to minor and major projects through scoping, planning, commissioning and installation of broadcast and associated systems.
- Participate in out of hours on-call support and emergency duty when required.

Stakeholder Relationships

- Proactively build and maintain relationships with colleagues and partners to ensure service obligations are met or exceeded.
- Consult and communicate with partners to identify/analyse their needs and advise on potential solutions to resolve moderately complex technical issues.
- Keep up to date and advise partners of new and emerging broadcast technologies; and contribute to the development and delivery of technical training for colleagues and partners.

Teamwork

- Coordinate and supervise small teams as required.
- Provide on-the-job training and guidance for less experienced staff.
- Foster and engage in effective teamwork and communications to build and maintain a collaborative and high-performance culture.

ABC Policies and Values

- Actively promote the ABC values and apply all relevant policies and guidelines including Editorial Policies, Equity & Diversity and WHS.
- 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.





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Key Capabilities/Qualifications/Experience

1. Relevant tertiary qualifications and/or equivalent skills, knowledge and experience.
2. Demonstrated accomplished capability in technical support functions, including system monitoring, troubleshooting, fault resolution and escalation, equipment maintenance, upgrades, installation and operations.
3. Accomplished communication and interpersonal skills with a strong and positive client focus and the ability to convey moderately complex technical information in a clear and concise manner.
4. Strong organisational and problem-solving skills with the ability to manage own workload and prioritise competing priorities, while working effectively under pressure to meet deadlines.
5. Accomplished leadership skills with the ability to supervise, train and support employees.
6. Demonstrated ability to adapt to changing technologies and the work environment; and understanding of the direction of technical innovation and its application in the broadcast industry.
7. **ABC Principles:** An understanding or 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.