



## POSITION DESCRIPTION

Position Title	TECHNOLOGIST	Position No.	30004235
Team	[Product & Content Technology]	Classification	[Technologist]
Department	Tech Support ACT	Schedule Roster Cycle	[Schedule A] [2 Week Rostered]
Location	Canberra	Band / Level	[Band 5]
Reports to	TECHNOLOGY CLIENT SUPPORT MANAGER ACT 50012900	HR Endorsement	18/03/2021

### Purpose

Deliver timely, cost effective, high quality technical support to ABC users in the Australian Capital Territory, in support of ABC program and network needs to ensure broadcast continuity.

### Key Accountabilities

- Under general direction, provide technical support to minimise down time and ensure broadcast continuity. Investigate and log faults, implement workarounds and emergency fixes, and escalate problems to system experts and service providers as required.
- Carry out moderately complex broadcast technical maintenance tasks, including the development and implementation of preventative maintenance schedules, and undertaking regional maintenance activities as required.
- Maintain system and facility asset registers, technical databases, manuals and technical drawings.
- Perform technical operations as required, including TV Master Control, program links and Outside Broadcasts.
- Support minor and major broadcast technical projects by contributing to the scoping, planning, installation and commissioning of broadcast and associated systems as required.
- Build and maintain proactive relationships with clients to ensure service obligations are met or exceeded.
- Consult and communicate with clients to identify and analyse their needs, and advise on potential solutions to resolve moderately complex technical issues.
- Keep up to date with and advise clients of new and emerging broadcast technologies.
- Contribute to the development and delivery of technical training for clients.
- Provide on-the-job training and guidance to less experienced staff; and coordinate and supervise small teams as required.
- Forster and engage in effective teamwork and communications to build a positive workplace 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. Tertiary qualification in a Broadcast Technology or related field, or equivalent skills, knowledge and experience.
2. Demonstrated accomplished capability in technical support functions, including troubleshooting, fault resolution, maintenance, upgrades, installation and operations.





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3. Accomplished communication and interpersonal skills with a strong client focus and ability to convey moderately complex technical information in a clear and concise manner.
4. Strong organisational and problem-solving skills with the ability to prioritise tasks and manage competing priorities; and identify and assess client needs and tailor advice to meet those needs.
5. Demonstrated experience supervising, training and supporting less experienced employees.
6. Demonstrated 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.