



POSITION DESCRIPTION

Position Title	TECHNOLOGIST	Position No.	30004790
Team	[Product & Content Technology]	Classification	[Technologist]
Department	Technology Support	Schedule Roster Cycle	[Schedule A] [4 Week Rostered]
Location	Darwin	Band / Level	[Band 4-5]
Reports to	TECHNOLOGY CLIENT SUPPORT MANAGER NT 50037782	HR Endorsement	12/09/2019

Purpose

To deliver timely, cost effective, high quality technical support to ABC users in Northern Territory, in support of ABC program and network needs and to ensure broadcast continuity.

Key Accountabilities

Technical Support

- 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 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. Develop and implement preventative maintenance schedules and undertake regional maintenance activities as required.
- Perform technical operations as required.
- Support management of broadcast technical projects for minor and capital works. Assist with the scoping, planning, installation and commissioning of broadcast and associated systems as required.

Client Relationships

- Proactively develop and maintain relationships with clients to ensure service obligations are met or exceeded.
- Consult and communicate with clients to identify their needs with the capability to analyse these needs, advise on potential solutions and resolve technical issues.
- Keep up to date with and advise clients in relation to new and emerging broadcast technologies.
- Contribute to the development and delivery of technical training for clients.

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 a positive work culture within the team.

ABC Policies and Values

- 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. General industry knowledge and experience, with relevant tertiary qualifications or equivalent in a Broadcast Technology or related field.
2. Demonstrated accomplished capability in technical support functions, including troubleshooting, fault resolution, maintenance, upgrades, installation and operations.





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3. Good communication skills with a strong client focus. Able to interact positively with clients, identify and assess their needs, and tailoring advice to meet those needs. Conveys moderately complex technical information in a clear and concise manner.
4. Good organisation, planning and problem-solving skills with ability to prioritise work and handle multiple projects simultaneously.
5. Demonstrated small team coordination with interpersonal skills and behaviours. Able to build effective working relationships within the team and to pass on acquired skills and expertise to others.
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.