



POSITION DESCRIPTION

Position Title	Technologist	Position No.	S30000906
Team	Product & Content Technology	Classification	Technologist
Department	Technology Support	Schedule Roster Cycle	Schedule A 4-week rostered
Location	Collinswood	Band / Level	Band 4/5
Reports to	Reporting to Technology Support Manager/ Lead SA {S50047564}	HR Endorsement	RM 5/09/2019

Purpose

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

Key Accountabilities

Technical Support:

- As a member of the Technology Support SA team, provide technical support 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. Maintain system and facility asset registers, technical databases, manuals and technical drawings. Develop and implement preventative maintenance schedules. 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 build 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 manage small teams as required.
- Provide on-the-job training and guidance for less experienced staff. Ability to identify learning and development needs of colleagues.
- Engage in effective teamwork, foster 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 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. General industry knowledge & experience ranging to broad industry knowledge & experience, with relevant tertiary qualifications or equivalent in a Broadcast Technology or related field.
2. Demonstrated proficient/accomplished capability in technical support functions, including troubleshooting, fault resolution, maintenance, upgrades, installation and operations.
3. Good communication skills with a strong client focus. Able to interact positively with clients, identify and assess their needs, tailoring advice to meet those needs. Conveys moderately complex to complex technical information in a clear and concise manner.
4. Ability to manage own workload and priorities to ensure timely completion of tasks with good organisation, planning and problem-solving skills with ability to prioritise work and handle multiple projects simultaneously.
5. Strong team commitment, interpersonal and behaviours. Demonstrated small team coordination and 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:** 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.