



POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	TECHNOLOGIST
Position no:	50038184
Team:	[Product & Content Technology]
Department:	Tech Support ACT
Location:	Canberra
Reports to:	TECHNOLOGY CLIENT SUPPORT MANAGER ACT 50012900
Classification:	Technologist
Schedule:	[Schedule A]
Roster cycle	[4 Week Rostered]
Band/level:	[Band 6]
HR Endorsement:	22/12/2011

Purpose

To deliver timely, cost effective, high quality technical support services to ABC users in ACT, in support of ABC program and network needs, to ensure broadcast continuity around the clock.

Key Accountabilities

Technical Support:

- As a member of the State Technical Services Team, provide technical support to minimise down time and ensure broadcast continuity around the clock. Investigate and log faults, implement workarounds and emergency fixes, escalate problems to system experts and service providers as required.
- Carry out 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, including TV Master Control, program links and outside broadcasts.
- Support management of broadcast technical projects for minor and capital works. Scope, plan, install and commission 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 and analyse their 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:

- Lead and manage small teams as required.
- Provide on-the-job training, and guidance for less experienced staff; identify learning and development needs.
- 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 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. Broad industry experience and knowledge, with relevant tertiary qualifications or equivalent in a Broadcast Technology or related field.
2. Demonstrated advanced capability in technical support functions, including troubleshooting, fault resolution, maintenance, upgrades, installations and operations.
3. Good communication skills with a strong client focus. Able to identify and assess client needs and tailor advice to meet those needs. Conveys complex technical information in a clear and concise manner.
4. Good organisation, planning and problem solving skills, with the ability to prioritise work and handle multiple projects simultaneously.
5. Demonstrated team leadership 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:** 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.

