Position Description

Title: AV Technician

Faculty/Office: Property

Department/Team: MQP Building Services

Position Purpose: Deliver audio-visual (AV) technology support services for staff and student across the University.

ORGANISATIONAL CONTEXT

The Property Division supports the University in achieving its learning, teaching and research goals through providing planning, development and maintenance services for all University buildings and infrastructure. Property consists of:

1. **Development** who work in conjunction with the Director Property and University Executive to identify what infrastructure and commercial development will contribute to building a stronger future for the University and support achievement of the strategic objectives.

2. **Project Management** who manage all building and infrastructure projects on Campus to deliver successful completion of maintenance, refurbishment, building work and infrastructure projects. Their services span research, planning, design, procurement and project management.

3. **Asset Management** who are responsible for the management of the Macquarie University Academic, Research and Commercial Precincts. It includes strategic asset and leasing management, property and estate management, facilities management, technical experience and dedicated customer service.

ORGANISATION CHART
### KEY ACCOUNTABILITIES

- Conduct on-site analysis, diagnosis, and resolution of AV technology issues.
- Repair and maintain complex AV technologies and infrastructure.
- Assist in installation and user acceptance testing of new digital AV infrastructure and equipment.
- Liase with Informatics regarding Lectern PC faults and temporary replacements.
- Set up and operate complex AV technology and infrastructure for special events.
- Provide advice to staff and students in regards to operating AV equipment and infrastructure.
- Contribute to the review and improvement of AV support processes and procedures.
- Update and maintain relevant reports, asset databases and log-records.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate for the incumbent’s level of competence

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Head, Operations &amp; Technical Services</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: nil</td>
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<tr>
<td></td>
<td>Indirect: nil</td>
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<tr>
<td>Key Direct Clients:</td>
<td>MQ staff in general</td>
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<td></td>
<td>MQ students</td>
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<td>Other Key Relationships:</td>
<td>Immediate team members</td>
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<td></td>
<td>Informatics staff</td>
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<td></td>
<td>Property project team members</td>
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<tr>
<td>Budget Accountability:</td>
<td>nil</td>
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<td>Role-specific Conditions:</td>
<td>Shift work</td>
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<td></td>
<td>Wear uniform and Personal Protective Equipment supplied by the University</td>
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<tr>
<td>Scope and autonomy</td>
<td>Work tasks may require interpretation, decisions and advice within the scope of defined systems, processes, procedures and techniques.</td>
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<tr>
<td>Problem solving</td>
<td>Draws on own knowledge and experience to analyse problems and develops and implements solutions.</td>
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**CAPABILITY FRAMEWORK**

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tbody>
<tr>
<td>Planning and Execution: Managing time and resources to complete tasks and achieve objectives.</td>
<td>Perseverance: Persevering despite obstacles to ensure tasks are completed.</td>
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<td>Quality Focus: Ensuring accuracy and quality when completing tasks.</td>
<td>Reliability: Meeting commitments and responsibilities.</td>
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<td>Communication: Effectively grasping and conveying ideas and concepts to others.</td>
<td>Initiative: Taking action, on own accord, to address problems and prevent them from reoccurring.</td>
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<tr>
<td>Analysis and Judgement: Evaluating information and data to solve problems and make decisions, including evaluation of any additional resources that may or may not be required to complete a task in an appropriate time frame.</td>
<td>Resilience: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td>Service Focus: Making students, staff, key contacts and their needs a priority.</td>
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<td>Teamwork: Working in collaboration with others to achieve shared goals and meet customer requirements</td>
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<thead>
<tr>
<th>REQUIRED KNOWLEDGE</th>
<th>KEY EXPERIENCES</th>
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<tbody>
<tr>
<td>Qualifications, technical and/or professional skills and information needed from</td>
<td>Practical experiences and exposure to specific environment or activities related to</td>
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<tr>
<td>day one for successful performance.</td>
<td>successful performance.</td>
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<tr>
<td>Qualification or equivalent experience in related discipline.</td>
<td>Providing support services for audio-visual technology in a complex environment.</td>
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<td>Broad knowledge of digital audio-visual technology and information technology.</td>
<td>Providing detailed advice and service to customers.</td>
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<tr>
<td>ACQUIRED KNOWLEDGE</td>
<td>Exercise judgement in prioritising support issues and their impact on learning</td>
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<td>Organisational and/or professional skills and information to be developed within</td>
<td>and teaching technologies or special events.</td>
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<td>the first 3 to 6 months for successful performance.</td>
<td>Communicating resolution of prioritised support issues, on completion, to AVTS</td>
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<td></td>
<td>management.</td>
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<td>Knowledge of MQ Property’s functions and structure.</td>
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<td>Knowledge of what other areas of the University do and how they interact with MQ</td>
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<tr>
<td>Property.</td>
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