POSITION DESCRIPTION

Specialist – Multimedia and Immersive Technologies

Position Level | Level 7
Faculty/Division | Finance and Operations
Position Number | ADMIN ONLY
Original document creation | August 2020

Position Summary

The Specialist - Multimedia and Immersive Technologies is responsible for the support of students, researchers and staff across UNSW. In particular, this position will deploy and support the installation, maintenance and operation of Audio Visual and Immersive Multimedia systems and support the associated education and research activities.

This role reports to the Team Leader – Multimedia and Immersive Technologies

Accountabilities

Specific accountabilities for this role include:

- Provide on-site guidance and coaching to audio visual team in the delivery of administrative, technical and professional services. This includes providing advice on procedures, systems, priorities and coordinating budgets for installation, maintenance and design programs to senior managers.
- Carry out minor Audio Visual projects and installations, including the planning and raising purchase requests for consumables and equipment for maintenance activities.
- Deliver and support of Immersive, Multimedia and Emerging Technology (Multimedia, Audio and musical technologies, VR, AR, 3d Printing, robotics etc) to the Stakeholders supported by UNSW IT.
- Provide deep understanding of Stakeholders academic, research and business environments and their Immersive, Multimedia and Emerging Technology needs.
• Support academics in their course creation and delivery that align to their usage and need to exploit Immersive, Multimedia and Emerging Technology, including specialist studio or lab services related to these technologies.

• Provide consultancy and support to students in their use of Immersive, Multimedia and Emerging Technology including management and oversight of Loan services for such technology.

• Support the Team Leader to create Immersive, Audio Visual, Multimedia and Emerging Technology services aligned to stakeholder needs, acting as an advocate as a niche specialist Product owner on the needs of the stakeholders to the Product Board.

• Coordinate multiple, concurrent projects through planning and purchasing, coordination with contractors and University partners in Estate Management.

• Monitor incident data and provide advice and recommendations to the Team Leader about the effectiveness of current technical systems and implement improvements through standards, processes and guidelines.

• Plan and coordinate ongoing maintenance and upgrades of teaching and professional spaces, and implement lifecycle plans for maintenance in conjunction with the Team Leader.

• Monitor and ensure the accuracy of technical documentation (including web based information) and assist the Team Leader to maintain this technical documentation.

• Ensure high quality, efficient customer service is provided to customers including face to face instruction in the use of equipment and systems. This includes ensuring the help desk is monitored, and customers informed about fault resolution.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Tertiary qualifications in relevant discipline with subsequent relevant experience in the operation, maintenance and installation of Multi Media service, and audio visual systems, or an equivalent level of knowledge gained through any other combination of education, training and/or experience.

• Relevant experience in a large and complex organisation with multiple rooms and complex spaces.

• Superior problem-solving skills with complex Audio Visual and Multi Media systems including control systems and proven ability to exercise judgement, use initiative and leverage data to uncover trends and implement solutions.

• Demonstrated experience in technical planning, and technical management of multimedia solutions in a education & Research context and related systems.

• Demonstrated ability to review existing processes, provide recommendations to stakeholders and implement innovative solutions.

• Demonstrated ability to meet and deliver to critical deadlines while coordinating multiple, competing stakeholder requirements.

• Excellent interpersonal skills and demonstrated ability to communicate effectively with a variety of internal and external customers, with a service focused approach.
• A current NSW Driver’s License.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.