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## POSITION DESCRIPTION

# Specialist – Multimedia and AV

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Position Level	7
Faculty/Division	Division of Operations
Position Number	ADMIN ONLY
Original document creation	June 2023

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### Position Summary

The Specialist - Multimedia and Audio Visual (AV) Technologies is responsible for the support of students, researchers and staff across UNSW. In particular, this role has both a broad and specific knowledge of both cutting edge and established (sometimes antiquated) Audio visual technology, implementation, contemporary art, journalism, cinema and musical practices and technologies. This role supports teaching, student assessment and various speciality academic research practices across the university

This role reports to the Team Leader for Multimedia and AV Technology and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Provide Multi-media and AV technology proactive support to UNSW users in teaching and professional spaces by ensuring daily activities and deliverables are met. This includes updating customers using the Service Management software tools. Technologies include, but are not limited to Video, Audio and Musical.
- Support and coordinate the deployment of audio-visual system installations, including integration of technology, as well as maintenance and support. This may include coordination with other building and technical contractors, along with managing AV systems and upgrades within the broader IT architecture and systems.
- Provide on-site guidance and coaching 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 Audio Visual projects and installations, including the planning and raising purchase requests for consumables and equipment for implementation and maintenance activities.
- Provide and develop high level diagnostic skills during project testing system defects. Identify and recommend solutions to system faults.
- May be required to carry out the design and documentation of high level projects, create and assess tenders, create project plans including scope schedule and resource management. Coordinate bids with UNSW procurement partners.
- 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.
- Develop and manage effective communication with stakeholders, ensuring high quality, efficient customer service is provided. This may include providing customers with face to face instruction in the use of equipment and systems and ensuring the help desk is monitored, and customers informed about fault resolution.
- Provide a single point of contact for all customers through a variety of channels including but not limited to loan desks, telephone and email.
- 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.
- Demonstrated technical proficiency in specialised Multimedia systems and/or Immersive Technologies, some of which may include- Audio and Video Production, musical technologies, VR, AR, 3d Printing, robotics etc.
- Proven ability to build effective working relationships with internal and external stakeholders, brief contractors, meet critical deadlines and proven experience in a customer service environment.
- Excellent organisational skills with the ability to manage and resolve conflicting priorities, work effectively on multiple tasks, meet deadlines, manage time and ensure targeted outcomes.
- 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.
- Relevant experience in a large and complex organisation with multiple rooms and complex spaces.
- Demonstrated ability to review existing processes, provide recommendations to stakeholders and implement innovative solutions.
- Demonstrated experience in technical planning, and technical management of multimedia solutions in education & Research context and related systems.
- 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.

### **Pre-employment checks required for this position**

- Verification of qualifications.

### **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.