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POSITION DESCRIPTION

Analyst – Multimedia and Audio Visual Technologies

Position Level	Level 5
Faculty/Division	Finance and Operations
Position Number	ADMIN ONLY
Original document creation	August 2020

Position Summary

The Analyst – Multimedia and AV Technologies is jointly responsible for carrying out Audio Visual system installations, upgrades in Teaching & Professional spaces at UNSW and supporting staff and students in their AV and Multimedia needs. In particular this position will work closely with the Multimedia and AV Technologies team to deploy core commodity standard and bespoke technologies. This includes support for students and their teaching spaces, corporate AV spaces, new installations and maintenance. They will be required to provide 1st incident and fault resolution across a wide variety of Audio Visual devices and configurations.

The Audio Visual Help Desk is the central support point for UNSW-wide Audio Visual services and operates from 7:00 am to 8:00 pm Monday to Friday, and 9:00 am to 5:00 pm Saturday.

The Analyst - Multimedia and AV Technology will work across these times on a rostered basis.

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

Accountabilities

Specific accountabilities for this role include:

- Support the deployment of audio-visual system installations, maintenance and support. This includes coordination with other building and technical contractors.
- Support specialised AV systems such as Lecture Capture, Video Conferencing, Presentation Services, AMX & DSP programming.

- Carry out Audio Visual lifecycle maintenance and repair activities as directed by the Multimedia and AV specialist and escalate any risks identified.
- Support diagnostic analysis of device and system defects. Identify and recommend solutions to system faults and collaborate with the Audio Visual Support Specialists about their planned implementation.
- Provide 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.
- Provide support to UNSW users in interfacing workplace technology devices and commodity software (Microsoft and Adobe) with audio visual and multimedia systems in rooms where core commodity AV and multimedia capability is installed/
- Take direction and work closely with senior team members to implement Multi-media and AV technologies.
- Update and maintain technical documentation about the AV & Multimedia systems and standards and provide specialised support for Lecture Capture services and peripherals.
- Provide high quality customer service. Liaise with customers, external contractors and other UNSW units as required.
- Support project testing, commissioning and identifying of system defects.
- Ensure that the configurations are performed to standards across the asset pool.
- 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

- Qualifications in relevant discipline with subsequent relevant experience in the operation, maintenance and installation of audio visual and multimedia systems or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Demonstrated technical proficiency in specialised AV and Multimedia systems, i.e. Lecture Capture, Video Conferencing, Commodity Industry Presentation (Microsoft, Adobe) tools, AMX or DSP programming **etc.**
- Experience working with a range of computer systems, including Linux , Windows 10, Apple OsX and embedded solutions.

- Demonstrated proficiency in interfacing workplace technology devices and commodity software (Microsoft and Adobe) with audio visual and multimedia systems.
- Excellent interpersonal skills and demonstrated ability to communicate effectively with a variety of internal stakeholders and external vendors for the delivery of Audio Visual solutions.
- Demonstrated ability to meet deadlines, work well under pressure and exercise initiative.
- Ability to build effective working relationships with internal and external stakeholders and proven experience in a customer service environment.
- 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.