



Position Description

Technical Specialist Officer (Broadcast Operations)

Technical Services

Faculty of Arts and Education

Classification	6
Special conditions	Able to work the required hours, with occasional evening or weekend work and flexibility to vary hours. On Call Requirements
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	September 2024

Faculty of Arts and Education

The Faculty of Arts and Education is one of three Faculties within the University. Eight Schools and Centres offer a diversity of courses in education, communication, creative industries, social work and human services, library and information studies, theology, humanities, Indigenous Australian studies and Islamic studies.

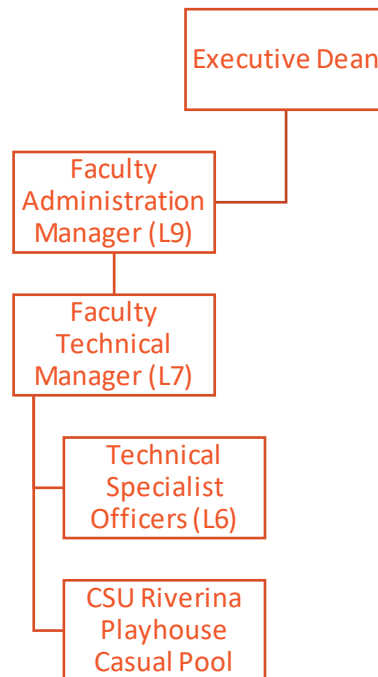
With approximately 9,000 online students and 3,000 on campus students, the Faculty is an innovator in online and blended learning modes. Over 200 academic staff deliver distinctive courses and are supported by a skilled team of professional staff. On campus courses are delivered at the University's Wagga Wagga, Albury-Wodonga, Bathurst, Dubbo, and Port Macquarie campuses, and at other locations including Sydney and Canberra.

Technical Services

The Technical Services Team is a multi-campus, multi-disciplined team of technical specialists, providing development, integration and operational support to the Faculty's learning and teaching, and enterprise environments. This incorporates both online and on campus equipment, facilities, and infrastructure. The team works in partnership with organisational units and external providers to deliver high quality outcomes for strategic and business aligned objectives.



Organisational chart



Reporting relationship

This position reports to: Faculty Technical Manager

This position supervises: Nil

Key working relationships

- Students and Researchers
- Technical Staff in the Faculties Technical Services Team
- School and Faculty Academics
- Divisions and Offices of the University
- Faculty of Arts and Education Enterprises

Position overview

The Technical Specialist Officer (Broadcast Operations) provides operational support, maintenance, documentation, monitoring, and continuous improvement of the Radio environment services contained within the Faculties Technical Services Management Framework.

Under the direction of the Manager, Faculty Technical Services, the position will lead assigned operational services and provide authoritative technical advice, guidance, and support across a diverse range of services managed by the team. As required, the position will contribute within the team to the development and continual improvement of technology, equipment, and resources, including making operational recommendations on emerging technologies and professional standards.



Principal responsibilities

- **Specialist Knowledge:** Apply both existing and newly acquired specialist knowledge from professional development to support the operational needs of the Faculties Technical Services framework, ensuring seamless integration, repair, and maintenance of services, while monitoring and enhancing the security of all technical services, and providing comprehensive operational support to maintain service efficiency and reliability.
- **Continuous Improvement:** Contribute to the development and continual improvement of technology, equipment and resources including providing authoritative advice and making recommendations on emerging technologies and standards.
- **Share Knowledge:** Write, maintain, and when required, deliver to end users, documentation, inductions, training, and support of demonstrations for the Faculties specialised industry-based facilities, equipment, and resources.
- **Safety:** Contribute to the Health, Safety and Well Being of students, staff and the public within the Faculties work environments by ensuring compliance, regulations, best practices, standards, codes of practice are met, while adhering to Charles Sturt's policies, procedures and guidelines.
- **Industry Engagement:** Work with and be responsible for the technical contact of industry suppliers and vendor support channels.
- **Contribute:** Participate in meetings, and committees, contributing technical knowledge to subject design and development, and other discussions appropriate to the delivery of assigned Faculty Technical Services.
- **Ethical and Sustainable:** Contribute to and recommend procurement engagement with Suppliers that operate ethically and with good environmental stewardship. Recommend and understand resource risks, efficiencies and adequately forecasting of resource inputs required for the life of systems and solutions.

Required capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#). Read the Framework for more detail regarding these capabilities.

Capability	Capability Definition	Level of influence
Innovates		
Acts Strategically	Analyses opportunities to determine effective solutions and solve problems in order to achieve short and long-term objectives.	Influence others
Navigates Complexity	Adjusts and responds effectively to new or unexpected situations, challenges, or opportunities whilst developing strategies to manage wellbeing in a challenging environment.	Influence others
Creates Innovative Solutions	Uses methodologies that open up creative thinking and transform ideas into actionable plans and strategies. Reflects on outcomes and drives ongoing improvement.	Influence groups/systems
Connects		
Communicates with Influence	Listens to understand the position of others and leverages effective communication and negotiation	Influence others



	skills in order to influence and navigate toward mutually beneficial outcomes.	
Achieves		
Plans and Prioritises	Effectively plans and aligns priorities with strategy. Effectively allocates and utilises resources to achieve goals.	Influence others
Drives Impact	Collaboratively engages with peers and stakeholders in the community and industry. Places our people and students at the centre of design decisions.	Influence self
Enablers		
Utilises Technology Effectively	Builds capability in relevant technologies, complies with security obligations and addresses the ethics of technology use to minimise risk.	Influence others

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond the school, such as other campuses, as well as possible car and air travel and work with a diverse range of staff, students, and community members.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 25kg.
- Possess the physical ability to carry out manual handling duties, such as frequent bending, reaching/stretching, squatting and repetitive lifting.



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A degree with at least 2 years subsequent relevant experience to consolidate the theories and principles learned; or extensive experience leading to the development of specialist expertise or broad technical knowledge; or equivalent level of knowledge gained through any other combination or education, training and/or experience.
- B. Demonstrated technical service experience supporting complex integrated enterprise environments and/or Industry experience in a radio broadcast environment.
- C. Ability to learn new systems, technologies, processes, and procedures at a complex level and apply detailed and informed knowledge to enhance a services delivery.
- D. Demonstrated analytical, planning and coordination capacity with a proven ability to work independently and in a team using highly developed problem solving, documentation, training delivery and communication skills.
- E. Demonstrated technical experience in one or more of the following knowledge areas: radio broadcast technology (transmission, live Streaming, playout systems), information technology (servers, networking), media of an IP Network (Dante and NDI), and digital audio production workflows.
- F. Ability to obtain or possess certification any of the following: Tag and Test (Portable Appliance Testing), Rigging, Work Safety at Heights, Elevated Work Platform, Electronic Trade Certificate, Handling of dangerous goods and chemicals, and Workshop competencies.