



## POSITION DESCRIPTION

Infrastructure Services, Client Services  
University Services

### Senior Technical Specialist (Audio Visual)

POSITION NUMBER	0045254
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 6 - \$79,910 – \$86,499 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available until December 2018
HOW TO APPLY	<p>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.</p> <p>Indigenous applicants are encouraged to apply.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Nino Colella Tel +61 3 8344 0166</p> <p>Email <a href="mailto:nino@unimelb.edu.au">nino@unimelb.edu.au</a></p> <p><i>Please do not send your application to this contact</i></p>

For information about working for the University of Melbourne, visit our website: [about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)

## Position Summary

The University has adopted a single service provider approach to the provision of Audio Visual support for all University teaching and professional spaces. The Audio Visual Service and Strategy (AVSS) team is undertaking this responsibility by extending its existing, well established audio/visual technical support services to all University teaching and professional spaces in a broad program across the University and regional campuses. An AV lifecycle upgrade project is now underway to standardise and upgrade Audio Visual Technologies across all teaching and learning spaces within the University. The anticipated end date of the project is December 2018

The Senior Technical Specialist will be a key position towards the delivery of these project objectives by contributing dedicated technical expertise in the service delivery.

### 1. Selection Criteria

#### 1.1 ESSENTIAL

- 1.1.1 A relevant tertiary qualification and subsequent relevant experience in one or more of the following fields: Information Technology (IT), Audio-Visual (AV) Technology
- 1.1.2 Extensive technical knowledge of the development, installation, operation, and maintenance of AV and related IT equipment within student-centred teaching and learning environments and delivering problem based solutions using this equipment
- 1.1.3 Demonstrated ability to perform system administration for PC and/or Mac operating systems (current standards are *Microsoft Windows* and *Mac OSX*) and to diagnose faults, referring to specialist when necessary.
- 1.1.4 Demonstrated ability to support AV/IT systems integration and installation projects; maintain excellent working relationships with senior project personnel; and liaise with external suppliers and University staff outside the immediate work group
- 1.1.5 Demonstrated ability to manage personal workloads within a highly productive team
- 1.1.6 Proven competency in the safe and appropriate use of electronic/electrical workshop tools and equipment.

Very good written and oral communication as well as facilitation and training skills

#### 1.2 DESIRABLE

- 1.2.1 Industry qualification in the programming of *AMX* and/or *Crestron* control systems, at an advanced level, with a proven ability to diagnose and fix faults, to extend the capabilities of existing systems, and to manage the successful commissioning of new systems
- 1.2.2 Awareness and/or experience of relevant service management frameworks (such as *ITIL*)
- 1.2.3 Industry qualification and/or practical experience in the administration of data networks
- 1.2.4 Extensive relevant work experience within a University environment or large complex organisation

## **2. Special Requirements**

- 2.2 Will maintain a current Victorian Drivers' Licence
- 2.3 May need to regularly lift up to 15 kilograms of equipment in accordance with University policies and procedures
- 2.4 Is contactable on an employer provided mobile phone for work-related activities in accordance with University policies and procedures
- 2.5 Is able and prepared to work flexible hours, including after hours and weekend work by negotiation to attend events and support delivery of projects
- 2.6 Participate in any AVSS escalation workflow aspects as directed
- 2.7 Maintain a high standard of professional presentation and wear a University-provided uniform.
- 2.8 Travel to other campuses, as required, in accordance with University policies and procedures

## **3. Key Responsibilities**

During the project phases, the role has specific responsibility for the following.

- 3.1 Contribute to high quality project outcomes by managing assigned projects, negotiating project briefs with clients, leading project teams, liaising with external suppliers and other work groups, and complying with agreed project management methodologies where required.
- 3.2 Contribute to user-focused service delivery for the University's teaching and learning environments, in accordance with agreed procedures and service targets.
- 3.3 Contribute to the implementation of a higher level of systems integration within the campus-based learning environment that reflects industry standards and best practices within the sector, with a broad focus on improving the level of IT/AV integration in existing installations.
- 3.4 Provide technical expertise that contributes to the effective delivery of a defined range of technical support services for the learning environments, and ensure that fixed and portable multimedia installations are configured, commissioned, tested, maintained, and decommissioned in accordance with industry standards, University policy, and agreed procedures.
- 3.5 Contribute to the technical integration of any departmentally-managed installations into the centrally-managed portfolio of learning environments, by delivering quality assurance functions.
- 3.6 Investigate emerging technologies relevant to the innovative deployment of AV/IT across campus-based learning environments and provide technical advice to: the Team Leader, fellow Senior Technical Specialists, Support Centre staff and Manager, Support Centre.
- 3.7 Contribute to effective and accountable resource management by managing assets and project procurement in accordance with policy and procedures, to ensure best possible value to the University.

- 3.8 Contribute to Client Services effectiveness by: working in a transparent and consultative manner; sharing personal knowledge and technical expertise; undertaking assigned development activities; maintaining co-operative working relationships with colleagues; and seeking and responding to feedback
- 3.9 Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

## **4. Job Complexity, Skills, Knowledge**

### **4.1 LEVEL OF SUPERVISION / INDEPENDENCE**

Under general direction from the Team Leader, the incumbent undertakes an important role, with performance measured against achievement of agreed targets, defined response times and successful undertaking of the defined key responsibilities for this role in achieving user/client satisfaction.

The incumbent is expected to collaborate with colleagues, foster strong support from peers, work effectively within the teams' procedures and processes and operational model, escalate appropriately any issues that impede achievement of targets, and report progress against targets to the Service Delivery Manager.

### **4.2 PROBLEM SOLVING AND JUDGEMENT**

The position involves regular interaction with project resources, external contractors, users and clients; sometimes in circumstances that will demand sophisticated problem solving and the sound exercise of personal judgement. The incumbent will also be expected to manage user expectations and follow agreed criteria for the prioritisation of services and resolution for some aspects of this role in respect to the teams overall objectives and resolution targets.

### **4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The position requires broad AV/IT expertise, delivering specified technical advice and support services to identified users across the University with a professional and high level client focus, involving technical and service skills.

### **4.4 RESOURCE MANAGEMENT**

Under general direction from the Team Leader, the incumbent is required to at times work with casual resources provided, and therefore may assist with work aspect allocation of such resources, to ensure the objectives of the role are successfully met.

### **4.5 BREADTH OF THE POSITION**

The incumbent will interact with project resources, provide strategic technical advice, and interact with a broad range of people from inside and outside the University, in a wide variety of situations, and be expected to exercise appropriate personal and professional influence and to develop productive relationships.

The incumbent will operate within an environment where services continually evolve in The position's technical breadth arises from the support and responsibilities of a portfolio of teaching

spaces within the University. These spaces are both central shared teaching spaces, but also faculty managed spaces which the team undertakes service and support of.

#### 4.6 SHARED VALUES

University Services is strongly committed to a set of values and behaviours and regards these as integral to improving services and organisational growth.

We seek employees who work through three core values:

- University First
- Service Excellence
- One Team.

### 5. Other Information

#### ABOUT INFRASTRUCTURE SERVICES

Infrastructure Services delivers efficient, sustainable, competitive, innovative and safe campus facilities and information technology services. It is comprised of over 400 staff and consists of seven portfolios delivering a range of transactional services and expert advice.

The Service Innovation and Engagement team is responsible for driving medium and long-term initiatives to deliver the 'best experience tomorrow' for staff and students. With a focus on service ownership and innovation, the team is responsible for:

- Customer engagement and facilitation of close working partnerships between Infrastructure Services and the University community of Faculties/Graduate schools, Chancellery, University Services, University subsidiaries and affiliated organisations
- Demand management
- Service design and management
- Reporting and communications
- Voice of the customer during change management planning
- Service delivery oversight

#### ABOUT UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice.

#### ABOUT THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading

research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Find out more about the University's strategy, 'Growing Esteem', at [about.unimelb.edu.au/strategy-and-leadership](http://about.unimelb.edu.au/strategy-and-leadership)

### **1.1. EQUITY AND DIVERSITY**

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit

### **1.2. GOVERNANCE**

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at [www.unimelb.edu.au](http://www.unimelb.edu.au).

### **1.3. OCCUPATIONAL HEALTH AND SAFETY (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable

to positions are published at:

<http://safety.unimelb.edu.au/top>

[ics/responsibilities/](http://safety.unimelb.edu.au/top)

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel