POSITION DESCRIPTION
Australian Broadcasting Corporation

Label	Description
Position Title:	TECHNOLOGIST
Position no:	50059703
Team:	[Product & Content Technology]
Department:	Technology Support NSW
Location:	Ultimo
Reports to:	TECHNOLOGY SUPPORT MANAGER NSW 30006552
Classification:	Technologist
Schedule:	[Schedule A]
Roster cycle	[2 Week Rostered]
Band/level:	[Band 5]
HR Endorsement:	30/04/2021

Purpose

Provide local and national technical support across a range of technology systems and services to ABC users to ensure broadcast continuity of ABC program and network requirements.

Key Accountabilities

National Broadcast Systems Monitoring

- Under general direction of the Technology Support Manager NSW, proactively monitor a wide range of content production and distribution technologies to identify any potential or real issues to minimise service disruption and impact on broadcast continuity.

- Undertake assessment and triage of issues and perform diagnosis. Where possible, identify and implement an interim solution or workaround to maintain service and continuity of systems.

- Ensure the receipt and resolution of issues and incidents are managed and recorded efficiently and effectively in the ABC's service management systems.

- Provide back up support for local teams to address high priority incidents, communicate status updates, and provide reports to key stakeholders.

- Undertake overflow support in response to incidents during times of peak activity for local teams.

- Respond to queries from clients across the country to address technical incidents that arise outside of local Technology Support hours of operation.

- Undertake additional remote preventative maintenance activities in collaboration with national & local teams.

Local Technology Support

- Under general direction, provide technical support on moderately complex issues across a range of technology systems to minimise service disruptions and to ensure broadcast continuity is achieved.

- Work collaboratively with clients to assess and triage faults and perform diagnosis both in person and remotely as required.   Provide technical advice of an interim solution or workaround to maintain service and continuity of systems.

- Adhere to standard incident workflows and support processes to achieve incident resolution, leveraging existing support agreements and the services of external providers as required.

- In collaboration with Service Coordinators, undertake efficient and effective preventative maintenance schedules to service equipment in both ABC metropolitan and regional locations. Undertake onsite regional maintenance activities as required.

- Under general direction of the Technology Integration Coordinator, support the delivery of projects with key internal and external stakeholders, contribute to the implementation of technology changes, including providing information, planning, installing and commissioning.

- Undertake technical field operations to support Outside Broadcasts as required.

Teamwork

- Contribute to the development, implementation and review of continuous improvement initiatives in response to the introduction of new and evolving technology and changes to operations.

- Proactively develop, update and complete systems' information, facility asset registers, technical databases, manuals and technical drawings to foster a knowledge sharing culture.

- Contribute to the development and delivery of formal technical training, as required.

- Provide technical training, development and guidance to less experienced employees.

ABC Policies and Values

- Actively promote the ABC values and apply all relevant workplace policies and guidelines.

- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Tertiary qualifications in a relevant discipline, or demonstrated equivalent skills, knowledge and experience.
2. Demonstrated experience working with broadcast and IP technology in a large organisation.
3. Demonstrated experience in the identification and resolution of moderately complex technology issues both in person and remotely.
4. Demonstrated accomplished level of capability in technical support functions, including troubleshooting, fault resolution, maintenance, upgrades, installation and operations.

5. Strong verbal and written communication skills to successfully convey moderately complex technical information in a clear and concise manner.

6. Demonstrated organisational, planning and problem-solving skills with the ability to prioritise work and manage multiple and competing demands.

7. Demonstrated experience in building effective working relationships with colleagues to share knowledge and expertise.

8. Demonstrated understanding of the direction of technical innovation and its application in the broadcast industry.

9. **ABC Principles**: Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.

10. **ABC Policies**: Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.

11. **Diversity and Inclusion**: Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.

Special Requirements

- Willingness and ability to work on a 24x7 roster.

- Willingness and ability to travel intra and interstate.

- Possession of a current and valid Driver's Licence.