# POSITION DESCRIPTION
## Australian Broadcasting Corporation

| Label | Description |
|---|---|
| Position Title: | TECHNOLOGIST |
| Position no: | 30002947 |
| Team: | [Product & Technology] |
| Department: | Technology Services |
| Location: | Brisbane |
| Reports to: | TECHNOLOGY SERVICES MANAGER QLD<br>30005565 |
| Classification: | Technologist |
| Schedule: | [Schedule A] |
| Roster cycle | [2 Week Rostered] |
| Band/level: | [Band 3] |
| HR Endorsement: | 30/08/2023 |

## Purpose

To deliver timely, cost effective, high quality technology support services to ABC users in Queensland, in support of program and network needs and to ensure broadcast continuity.

## Key Accountabilities

### Technical Support

- Under routine direction of the Technology Support Manager, provide straightforward technical assistance to minimise down time and ensure broadcast continuity around the clock. Investigate and log faults; escalate problems to system experts and service providers as required.
- Assist in a range of broadcast technical maintenance tasks to support program and network needs. Assist in the maintenance of system and facility asset registers, technical databases, manuals and technical drawings. Assist with the development and implementation of preventative maintenance schedules and undertake regional maintenance activities as required.
- Assist with the planning, installation and commissioning of broadcast and associated systems to support minor and capital works as required.
- Perform basic troubleshooting to component level and repair equipment used in the broadcast environment.
- Keep up to date with new and emerging broadcast technologies and undertake appropriate training courses and on-the-job training as required.

### Client Relationships

- Maintain positive relationships with clients to ensure service obligations are met or exceeded.
- Consult and communicate with clients to identify their needs, advise on potential solutions and resolve straightforward technical issues.
- Assist with advising clients on new and emerging broadcast technologies.

### Teamwork

- Engage in effective teamwork and communications to build a positive work culture within the team.
- Provide basic instruction and support to less experienced colleagues as required.

### 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. Developing to proficient industry knowledge and experience with relevant tertiary qualification or equivalent in a Broadcast Technology or related field.
2. Demonstrated proficient capability in technical support functions, including troubleshooting, fault resolution, maintenance, upgrades, installation and operations.
3. Good communication skills with a strong client focus.  Able to interact positively with clients, understand and meet their needs, and convey technical information in a clear and concise manner.
4. Ability to manage own workload and priorities to ensure timely completion of tasks.
5. Strong team commitment and interpersonal skills and behaviours.
6. An understanding of the direction of technical innovation and its application in the broadcast industry.
7. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
8. **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.
9. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.

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