

**SENIOR AUDIO VISUAL TECHNICIAN
POSITION DESCRIPTION**

Position Title:	Senior Audio Visual Technician	Position Number:	Faculty/Division: Services and Resources
Classification:	HE07	No. Direct Reports & Highest Classified Position: N/A	School/Branch: Technology Services
FTE: 1	Reports to: Manager - Client Delivery	Fixed <input checked="" type="checkbox"/> Continuing <input type="checkbox"/>	Discipline/Unit: Client Services
Position Summary:	<p>The Technology Services branch is a part of the University's Division of Services and Resources, which provides enabling services and resource capabilities to support the University's teaching and research objectives and activities. Technology Services is service oriented and customer focussed, providing services and support to the University of Adelaide community of over 25,000 students and 3500 staff members. Technology Services has four major teams including Application Services, Client Services, Infrastructure Services, and a Project Management Office.</p> <p>The Client Services team within Technology Services branch is responsible for IT support services comprising the Service Desk, Onsite Support, Client Delivery, Client Computing Services and Training services to the University.</p> <p>The Senior Audio Visual (AV) Technician oversees and provides maintenance and support for audio visual and video conference equipment in teaching spaces, meeting rooms, labs and the preparation of audio visual equipment for events. The Senior AV Technician proactively supports senior Client Delivery team members, delivers minor works projects and coordinates AV Support Technicians.</p>		
Position Characteristics:	Scope	Working under limited direction, the Senior AV Technician supports the operational management of the Client Delivery team that provides audio visual services to over 25,000 students, 3,500 staff and over 350 rooms across the University.	
	Significant internal/external relationships	<ul style="list-style-type: none"> ▪ Associate Director & Deputy CIO – Client Services ▪ Technology Services Managers and staff ▪ Infrastructure Branch ▪ Contractors, Consultants and major Vendors ▪ University Staff, Students, Affiliates and Titleholders 	
	Special conditions	<ul style="list-style-type: none"> ▪ Attend meetings and work outside of standard hours, as well as being on the on-call roster. ▪ Primary place of employment is the North Terrace campus, but may be required to work at all University campuses and facilities (including hospitals) where University staff and students reside. ▪ Reasonable workplace adjustments will be made for people with a disability. 	
	Delegations	Nil	

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<p>Key Responsibilities and Outcomes</p> <p>Describe the key responsibilities and outcomes required for the role in the normal course of work</p>	1	<p>Coordinate Support for Client Delivery team activities.</p>	<ul style="list-style-type: none"> ▪ Support the Manager, Client Delivery with the operational management of the team. ▪ Act as first point of contact for escalations. ▪ Assign jobs from the team queue to individual members. ▪ Generate statistics and provide reports on Client Delivery. ▪ Take ownership of Client Delivery team web pages. ▪ Manage scheduling and other coordination activities of service and support ▪ Coordinate minor works and Audio Visual installations ▪ Coordinate hardware maintenance across facilities containing Audio Visual equipment, including hardware lifecycle activities ▪ Contribute to the team's technology, operational, and strategic direction. ▪ Produce and maintain relevant documentation for work performed. ▪ Consistently adhere to Technology Services business processes particularly focusing in the areas of incident, problem and change management. ▪ Identify and manage key risks for the area and provide advice, review plans and ensure awareness of what is required in the event of a major incident to ensure the ongoing provision of services. ▪ Contribute to the development of policies and SOP's.
	2	<p>Excellent Customer Service.</p>	<ul style="list-style-type: none"> ▪ Utilise exceptional communication skills to ensure that a high standard of customer service is delivered and that all relevant service level agreements and timeframes are met. ▪ Identify trends and use problem solving techniques to reduce the volume and impact of issues arising and advise other Technology staff as appropriate. ▪ Develop and maintain a deep understanding of Technology Services customers, their needs and archetypes. ▪ Contribute to continuous improvement of services, processes and systems ensuring that standards of quality, timeliness and cost effectiveness are delivered based upon a thorough understanding of Audio Visual Technology and industry trends. ▪ Recommend and manage improvements to systems and hardware which would enable a reduction of problems and improvement to the customer experience.

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	3	Train and Mentor team members.	<ul style="list-style-type: none"> Maintain a culture that encourages the growth and development of other staff within the team. Provide training, support and facilitate skills transfer to other Technology Services staff in aspects of Audio Visual
	4	Develop and maintain Personal and Professional skills.	<ul style="list-style-type: none"> Maintain knowledge of current and future trends in technology and of best practices in the delivery of IT services. Develop and maintain professional capabilities including project management methodologies, technical communication skills. Participate in development courses and seminars as appropriate.
	5	Stakeholder Engagement.	<ul style="list-style-type: none"> Build and maintain strong relationships with internal and external stakeholders Engage with end users to ensure audio visual facilities meet teaching needs Build relationships and regularly communicate with relevant vendors
Criteria	Capabilities and Behaviours	Achievement Drive	<ul style="list-style-type: none"> Deals with conflicting demands quickly and calmly. Delivers high quality output. Committed to meeting deadlines even with demanding timeframes. Sets targets to achieve results. Able to quickly prioritise conflicting demands and evaluate opposing arguments.
		Flexibility and Adaptability	<ul style="list-style-type: none"> Shows flexibility in coping with multiple and changing priorities. Shows responsiveness to emerging issues. Welcomes ideas for improvements to structures, procedures and technologies.
		Service Focus	<ul style="list-style-type: none"> Agrees expectations with partners to ensure they understand service delivery timeframes. Models high standards of service delivery to clients and stakeholders. Seeks to understand clients' operating environment and to understand their issues/problems.

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		Teamwork	<ul style="list-style-type: none"> ▪ Accomplishes shared goals through accepting joint responsibility. ▪ Sets strong example of being a team player. ▪ Builds collaborative working relationships with internal and external stakeholders
		Continuous Learning	<ul style="list-style-type: none"> ▪ Identifies personal development needs and pursues self development through training and education. ▪ Turns mistakes into challenges and opportunities for learning. ▪ Focuses on continually improving the skills and knowledge of people within their area. ▪ Reflects on own work practices and participates in a wide range of learning opportunities.
	Knowledge and Experience		<ul style="list-style-type: none"> ▪ In depth understanding of Audio Visual Technologies and environments, particularly relating to Teaching, Collaboration and Video Conferencing. ▪ High level of experience supporting Audio Visual in a large complex environment ▪ Demonstrated outstanding customer service, verbal and written communication skills ▪ Experience in working within team environments and with external clients, partners and vendors ▪ Excellent organisational skills ▪ Experience coordinating and upskilling technical staff ▪ Experience with project management methodologies (desirable)
	Qualifications		<ul style="list-style-type: none"> ▪ IT or business related qualification and/or significant relevant experience. ▪ Proven experience with leading Audio Visual technologies is essential ▪ Industry qualification in Audio Visual technologies is an advantage

