



POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	TECHNOLOGY SUPPORT LEAD QLD
Position no:	30005565
Team:	[Product & Content Technology]
Department:	Technology Support
Location:	Brisbane
Reports to:	NATIONAL TECHNOLOGY SUPPORT MANAGER 30007132
Classification:	Technologist
Schedule:	[Schedule A]
Roster cycle	[Non-Rostered]
Band/level:	[Band 9]
HR Endorsement:	21/12/2021

Purpose

Manage the delivery of timely, cost effective and high-quality technology support services to ABC users in Queensland.

Key Accountabilities

- In conjunction with the National Technology Support Manager, provide significant leadership and management to the QLD Technology Support team to ensure a shared understanding and commitment to team objectives, and to drive a culture of high-performance and continuous improvement.
- Set goals for staff in line with business plans, and continually monitor and review performance to drive the ongoing development of the team's technical and operational skills.
- Drive effective teamwork, communications and change management across the QLD Technology Support team.
- Contribute substantially to the national performance and planning of the department.
- Collaborate with the departmental management and the extended Technology Leadership team to provide critical leadership and expert advice and support for projects involving QLD Technology Support.

- Develop and foster strategic and effective working relationships with internal and external stakeholders, including Product & Content Technology and other teams.
- Monitor, review and analyse the standard of support services in terms of current and changing client demands and developing technologies, and ensure appropriate action is taken on opportunities and issues.
- Plan and manage Regional support services at a very high level and maintain effective communication lines with regional centres.
- Take principal responsibility for planning and evaluating service requirements to ensure the needs of program makers and other users are met.
- Manage state staffing levels, facilities and budgets and proactively identify and implement initiatives to ensure the most effective and efficient daily operational use of resources.
- Implement effective resource planning and operations on broadcast systems to ensure key outcomes and program commitments are met.
- 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. Relevant tertiary qualifications, or equivalent significant skills combined with broad industry knowledge and extensive experience in a technology discipline.
2. Demonstrated extensive experience in the management of technology service delivery and support in a technology-based business environment.
3. Highly developed leadership skills with extensive experience managing operations/technology teams, a service desk, or technical support staff.
4. Highly developed customer service and interpersonal skills with ability to develop and maintain strategic relationships with key stakeholders and service providers.
5. Highly developed interpersonal and communication (verbal and written) skills with the ability to convey or translate highly complex technical information to target audiences (technical and non technical stakeholders).
6. Knowledge of ITIL principles and experience in managing budgets and forecasting.
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:** Experience in building an inclusive and supportive culture where diversity is valued.

