



## POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	TECHNOLOGIST
Position no:	30002948
Team:	[Product & Content Technology]
Department:	NBST News, Radio & Regional
Location:	Ultimo
Reports to:	NATIONAL BROADCAST SUPPORT TEAM MANAGER 50047563
Classification:	Technologist
Schedule:	[Schedule A]
Roster cycle	[2 Week Rostered]
Band/level:	[Band 7]
HR Endorsement:	10/01/2022

### Purpose

Deliver timely, cost effective and high quality national technology support services to ABC users working in automated content production environments, with an emphasis on Audio over IP (AoIP) technology, to support ABC program and network needs and to ensure broadcast continuity.

### Key Accountabilities

- Under broad direction, provide high level support for networked broadcast systems and Audio over IP content production and playout technology, to minimise down time and ensure broadcast continuity. Investigate 2nd and 3rd level faults, and collaborate with clients, system experts and service providers to deliver rapid service restoration and resolution.
- Carry out very complex technical investigation, analysis, diagnosis, and resolution of incidents and problems, for networked broadcast systems within highly integrated IT and IP environments.
- Carry out very complex technical system management and maintenance tasks to adhere to best practices and improve system stability for ABC users, including systems and configuration management and maintenance, monitoring, reporting, and implementation of bug fixes, upgrades and replacements.
- Build and maintain strategic working relationships with clients, system experts and service providers, and proactively identify issues and take appropriate action to ensure service obligations are met or exceeded.

- Provide highly advanced support for technology projects involving networked broadcast and IP based content production technologies by scoping, planning, configuring and commissioning systems as required.
- Consult and communicate with clients to identify and analyse their needs and advise on potential solutions.
- Keep up to date with and advise clients on new and emerging networked broadcast and IP based content production technologies.
- Contribute significantly to the development and delivery of technical training for clients.
- Identify professional/technical learning and development needs and provide on-the-job training, guidance and knowledge sharing to less experienced team members.
- Lead and manage teams, as required, to build and maintain a collaborative and high-performance culture.
- 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 significant skills, knowledge, and experience.
2. Demonstrated extensive experience providing remote client focused support for networked broadcast and IP based content production technology in a large organisation.
3. Demonstrated highly advanced capabilities in technical fault investigation, service restoration and resolution for networked broadcast systems and media over IP content production and playout technology, with an emphasis on Audio over IP.
4. Demonstrated highly advanced capabilities in systems management and configuration of Audio over IP technology. Experience programming with AXIA, Livewire and Pathfinder Core is essential.
5. Excellent communication and interpersonal skills with the ability to establish strategic working relationships, and the ability to convey very complex technical information in a clear and concise manner.
6. Demonstrated highly advanced capability in coordinating working groups comprised of clients, system experts and service providers to facilitate proactive incident management.
7. Demonstrated highly advanced leadership skills with demonstrated experience in knowledge sharing, mentoring, and developing colleagues.
8. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
9. **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.
10. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.

