



POSITION DESCRIPTION

Australian Broadcasting Corporation

| Label | Description |
|-----------------|--|
| Position Title: | SENIOR TECHNOLOGIST |
| Position no: | 30005715 |
| Team: | [Product & Content Technology] |
| Department: | Tech Support NT |
| Location: | Darwin |
| Reports to: | TECHNOLOGY SUPPORT LEAD NT 50037782 |
| Classification: | Technologist |
| Schedule: | [Schedule A] |
| Roster cycle | [2 Week Rostered] |
| Band/level: | [Band 7] |
| HR Endorsement: | 18/11/2021 |

Purpose

Deliver timely, cost effective and high-quality technology support services to ABC users in the Northern Territory to support ABC program and network needs and to ensure broadcast continuity.

Key Accountabilities

- Under broad direction, provide highly advanced technical support to minimise down time and ensure broadcast continuity. Investigate and log faults; implement workarounds and emergency fixes; and escalate problems to system experts and service providers as required.
- Carry out very complex technical maintenance and operation tasks to support program and network needs; including the development and implementation of preventative maintenance schedules and TV Master Control.
- Provide significant support in the management of technology projects for minor/major projects and TPO works by scoping, planning, installing and commissioning systems as required.
- Ensure external contractor compliance with site access policies and procedures.
- Build and maintain strategic working relationships with clients and proactively identify issues and take appropriate action to ensure service obligations are met or exceeded.
- Consult and communicate with clients to identify and analyse their needs, advise on potential solutions and resolve very complex technical issues.

- Lead the development and delivery of technical training and keep up to date with new and emerging broadcast technologies , with emphasis on the broad-based development of Band 2-4 Technologists.
- Lead and manage small 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 Broadcast Technology or related field, or equivalent significant skills, knowledge and experience.
2. Highly advanced capability in technical support functions across the spectrum of locally supported technologies and systems, including troubleshooting, fault resolution, maintenance, upgrades, installation and operations.
3. Excellent communication and interpersonal skills with a strong client focus and the ability to establish strategic working relationships and convey very complex technical information in a clear and concise manner.
4. Highly advanced problem-solving skills with the ability to identify and assess client needs and tailor advice to meet service obligations.
5. Excellent organisational and planning skills with ability to prioritise multiple tasks and manage projects, while working under pressure to meet tight deadlines.
6. Demonstrated highly advanced leadership skills with the ability to lead and manage small teams, including guiding, training, and supporting team members across the breadth of supported technologies.
7. Demonstrated significant understanding of the direction of technical innovation and its application in the broadcast industry.
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:** Experience in building an inclusive and supportive culture where diversity is valued.

