POSITION SUMMARY
This position provides high quality support services and assists in the development, maintenance and operation of audio visual systems and physical learning spaces, primarily centrally allocated teaching spaces (CATS). The position provides excellent customer service, assisting users proactively and as required, works closely with Learning Spaces team members and stakeholders external to the unit, works to continuously improve systems and services, and contributes to the successful delivery of projects.

ORGANISATIONAL ENVIRONMENT
The Learning Spaces unit was established by the Deputy Vice-Chancellor (Academic) to provide a holistic approach to the planning and management of learning spaces at UNSW in line with the University’s strategic intent.

We work in partnership with and are guided by Faculties, students, and staff from all areas within the University, and are informed by local and international best practice in the design and management of learning spaces. The needs of students and teachers, and the role of learning spaces in enhancing their experiences at UNSW, are at the core of our purpose and underpin our goals.

Statistics
UNSW has close to 50,000 students, offers more than 600 undergraduate and 300 postgraduate programs, and has a wide variety of general and specialist spaces used for learning and teaching. About 200 of these are centrally managed, formal spaces (one third
lecture theatre style and two thirds seminar/tutorial). AV services are provided in all centrally managed spaces, with lecture capture services in all lecture theatres.

**Reporting Relationships**
This position reports to: Senior AV Technician (Operations)

Positions reporting to the Senior AV Technician (Operations): 7 x AV Technicians, casual and assistant positions.

No positions report directly to this position.

**KEY DUTIES & RESPONSIBILITIES**

**Level 5**
- Provide high quality, efficient customer service to all clients including one-on-one instruction in the use of equipment and systems, help desk functions, and group training
- Install, maintain and support AV equipment and services in UNSW learning spaces, and undertake AV installation and maintenance projects as required
- Perform regular equipment and facilities inspections and maintenance, diagnose faults, undertake repairs and corrective actions, test equipment and review to ensure resolution of issues and faults
- Set up and replace damaged furniture within learning spaces
- Undertake administrative tasks such as maintaining room information, inventory and assets databases, testing and tagging equipment, receiving and checking equipment deliveries, dispatching and logging faulty equipment to suppliers
- Prepare technical and user documentation including procedural documentation and break/fix solutions, and share knowledge with colleagues
- Download and distribute AMX code (or similar) as required
- Routinely report maintenance and equipment issues as soon as they are identified, including health and safety issues
- Act as a support person for the general operations of learning spaces to ensure safety and maximum customer satisfaction
- Ensure hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within area of responsibility

**Level 6**
In addition to level 5 duties
- Undertake all aspects of project management of small AV projects as required
- Demonstrate and utilize advanced technical proficiency for systems associated with, for example, video conferencing, Dynalite, AMX or DSP programming
- Lecture capture services support and administration
- Train Technicians and others in all aspects of utilization and maintenance of specialised AV systems
• Mentor and provide instruction to new Technicians on the fundamentals of using and troubleshooting AV systems
• Create, edit, update and organise all documentation of AV systems

SELECTION CRITERIA

Level 5
• Formal qualification in audio and video technologies with demonstrated experience in the installation, operation and maintenance of audio visual systems, or equivalent level of knowledge gained through a combination of education, training and experience
• Excellent interpersonal skills and demonstrated ability to communicate effectively verbally and in writing with technical and non-technical people at all levels, and produce quality technical and user documentation
• Demonstrated experience in providing excellent customer service including in person, one-to-one or in groups, and through help desk functions
• Demonstrated ability to meet deadlines, including concurrent operational and project deadlines, to work well independently and as part of a team
• Commitment and ability to contribute positively to continuous improvement in services, systems and operations
• The equivalent of a current NSW Class C, Provisional P1 or P2, Driver’s Licence or above
• Knowledge of and capacity to implement required anti-discrimination and equal opportunity policies and programs, and health and safety policies and safe work practice

Level 6
• Demonstrated 7 years’ experience in the installation, operation and maintenance of AV systems
• Demonstrated competence in a specialist area such as ACE (AMX Certified Expert), Dynalite, DSP programming, lecture capture services
• Ability to manage a number of concurrent projects at any one time

The incumbent will normally be expected to have reached the top step of level 5 prior to progression to level 6. Criteria for progression to level 6 will be based on satisfactory performance of all duties and accountabilities at level 5 and a demonstrated capacity to take on the duties and accountabilities of the position at level 6.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.
Learning Spaces
organisational structure

Director

Business Improvement Manager

Program Manager / Analyst

General Manager

Project teams

Timetabling, scheduling, AV and operations service delivery teams