Media Services Senior Technician  
Digital and Content Services

Public Engagement   
**APS 5**

**Position description and selection criteria**

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| Position title: | **Media Services Senior Technician** |
| Section: | **Media Services** |
| Classification: | **APS 5** |
| Immediate supervisor: | **Media Services Technical Lead** |
| Status:  Location: | **Non-ongoing, full time until 1 September 2023**  **Canberra, ACT** |
| Application close date: | **11:30pm (AEST) on Sunday, 25 September 2022** |
| Position contact: | **Andrew Shaw, Manager, Media Services on** [**andrew.shaw@nma.gov.au**](mailto:andrew.shaw@nma.gov.au) **or 6208 5084** |

If you are deaf, hearing or speech impaired, you can contact us through the [National Relay Service](https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service), TTY call 133 677, Speak and Listen 1300 555 727.

The job opportunity

The National Museum of Australia has an exciting opportunity for a professional to join the agency as a Senior Media Services Technician to deliver quality support and technical services advice to Museum staff and customers. The Senior Media Services Technician will work with a small team of technical officers providing a high level of customer service and will be responsible for taking the lead on more complex technical matters.

The Senior Media Services Technician will monitor and manage warranties, licences and related documentation for the Museum’s audiovisual media infrastructure and assist the Team Leader with the scheduling and management of servicing, repairs and event bookings and set-ups.

What will the successful candidate bring to the role?

The successful candidate will have demonstrated experience in media services and the setup, operation and supervision of audiovisual technology. They will have an interest in the evolving technologies and be capable of undertaking complex audio installations. The ability to be flexible, manage multiple projects simultaneously and meet deadlines is essential. Experience generating quotations for events and forecasting equipment requirements is necessary.

Strong communication skills and the ability to mentor and coach less experienced team members is required. The successful candidate will have a successful customer service background and an understanding of risk, project and contract management. They will also have a demonstrated capability to identify and resolve complex technical problems.

The successful candidate will enjoy working in a public environment and have an understanding in the application of work health and safety.

This position will work a 7 hour 45 minute day on a seven-day roster.

Workplace values

The Museum expects all employees to display these professional capabilities, as relevant to their position and classification.

**Leadership**

Demonstrate leadership in how programs are delivered, striving to create a new benchmark in excellence.

**Collaboration and connection**

Work together to create a culture where collaboration across business units is seamless to delivering the shared vision.

**Courage and innovation**

Be bold and decisive, embrace challenges and opportunities and actively seek ways to continually improve and streamline our services for the benefit of the whole Museum.

**Agility and resilience**

Embrace and respond to change as a normal part of our working environment.

**Respect and integrity**

Display respect and integrity when working together, embracing the APS values of being committed to service, accountable, respectful, ethical and impartial.

Selection criteria

**Applicants must respond to each of the following selection criteria in their application (maximum of two pages), provide a current CV and include the contact details for two referees in their application.**

1. Demonstrated technical understanding and experience in the operation of a range of audio and visual media services.
2. Demonstrated experience designing, selecting and configuring multimedia devices to meet client requirements.
3. Demonstrated ability to effectively plan and manage activities and projects and achieve outcomes.
4. Sound written and verbal communication, negotiation and presentation skills, including the ability to manage conflict, build relationships and prepare technical and project documentation.
5. Demonstrated customer service experience.
6. Demonstrated ability to work independently or as a member of a team.
7. Demonstrated ability to identify and resolve complex technical problems.

Aboriginal and Torres Strait Islander people and those from culturally diverse backgrounds are encouraged to apply. The National Museum of Australia is an equal employment opportunity workplace.

The National Museum of Australia is committed to ensuring a child-safe and child-friendly environment. All employees are expected to demonstrate a commitment to, and support for these principles in theory and practice.

Eligibility

To be eligible to apply for this vacancy, applicants must:

* be an Australian citizen
* undergo a number of pre-employment checks, which includes a police records check

Ready to apply?

Visit <https://www.nma.gov.au/about/employment> and apply online.

**The working environment**

The following table provides further information about the inherent requirements of the role and indicates the frequency of these requirements. Please note that the Museum is committed to an inclusive and supportive work environment and offers reasonable adjustments to employees.

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| **ADMINISTRATIVE** | **FREQUENCY** | | |
| **Often** | **Occasionally** | **Never** |
| Telephone use | x |  |  |
| General computer use | x |  |  |
| Extensive keying/data entry | x |  |  |
| Graphical/analytical based |  | x |  |
| Sitting at a desk | x |  |  |
| Standing for long periods | x |  |  |
| Designated workstation | x |  |  |

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| **WORKING HOURS** | **FREQUENCY** | | |
| **Often** | **Occasionally** | **Never** |
| Flexible working hours (access to flex time) |  | x |  |
| Flexible working arrangements (part-time work) |  |  | x |
| Flexible working arrangements (work from home) |  | x |  |
| Flexible working arrangements (other) |  |  | x |
| Fixed or specified start/finish times | x |  |  |
| Work extensive hours over a significant period due to the nature of the duties | x |  |  |
| Peaks and troughs in workload | x |  |  |
| Frequent overtime | x |  |  |
| Rostered shift work | x |  |  |

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| **SOCIAL DEMANDS** | **FREQUENCY** | | |
| **Often** | **Occasionally** | **Never** |
| Work with others towards shared goals in a team environment | x |  |  |
| Work in isolation from other staff (remote supervision) | x |  |  |
| Working directly with the public | x |  |  |

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| **PHYSICAL DEMANDS** | **FREQUENCY** | | |
| **Often** | **Occasionally** | **Never** |
| Distance walking |  | x |  |
| Working outdoors |  | x |  |

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| **MANUAL HANDLING** | **FREQUENCY** | | | |
| **Often** | | **Occasionally** | **Never** |
| Lifting 0–5 kg | | x |  |  |
| Lifting 5–10 kg | | x |  |  |
| Lifting 10 kg+ | | x |  |  |
| Climbing | | x |  |  |
| Reaching | | x |  |  |
| Bending/squatting | | x |  |  |
| Push/pull | | x |  |  |
| Sequential repetitive movements in a short amount of time | | x |  |  |

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| **TRAVEL** | **FREQUENCY** | | | |
| **Often** | | **Occasionally** | **Never** |
| Travel – multiple worksites | | x |  |  |
| Travel – driving | | x |  |  |
| Travel – interstate | |  | x |  |
| Travel – international | |  | x |  |
| Travel – remote | |  |  | x |

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| **SPECIFIC HAZARDS** | **FREQUENCY** | | | |
| **Often** | | **Occasionally** | **Never** |
| Working at heights | |  | x |  |
| Exposure to extreme temperatures, outside of normal comfort levels | |  |  | x |
| Operation of motorised or high-risk equipment e.g forklift, pressure vessels | |  | x |  |
| Confined spaces | |  | x |  |
| Exposure to excessive noise levels | |  | x |  |
| Low lighting | |  | x |  |
| Handling of hazardous substances | |  | x |  |
| Potential to encounter agitated persons | |  | x |  |
| Exposure to potentially distressing objects, material or subject matter | |  |  | x |