

Job Description

22 September 23



DUTY MAINTENANCE TECHNICIAN, ENGINEERING – JOB DESCRIPTION

SBS Technology

Reports to: *Melbourne Technology Manager*

Direct reports to this position: *N/A*

Created by: Sam Pemberton. Melbourne Technology Manager

SBS Values, Vision and Purpose

The DUTY MAINTENANCE TECHNICIAN, ENGINEERING is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – Technology

SBS Technology can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.

The **Technology Operations & Services** (TO&S) team are accountable for all internal Technology services involved with getting content produced, edited, and on air.



Role Purpose

Working on site at SBS Offices in Federation Square, Melbourne, and sitting within the wider national TO&S Infrastructure team, the DUTY MAINTENANCE TECHNICIAN, ENGINEERING is part of the Melbourne department primarily responsible for maintaining and supporting the operation of broadcast and IT equipment used in the ongoing broadcast and content creation for SBS divisions.

As well as ongoing support of the broadcast, this role is a significant part in the team responsible for installation and commissioning of new equipment and devices installed as part of the Melbourne component of the SBS Technology infrastructure and broadcast facilities.

Main Responsibilities

Main tasks of the role

- Provide technical advice for broadcasters and operators to facilitate effective and efficient use of equipment.
- Work within the SBS Infrastructure team to minimise downtime and maintain business productivity to SBS's divisions through the technology backbone of SBS, the Infrastructure & Systems.
- Understand and adapt to new broadcast technologies, assist in their introduction and support within the broadcast operation.
- Adhere to SBS installation methods and professional maintenance, to ensure radio and television broadcasting equipment is at a high level of quality and continuity.
- Support SBS Melbourne daily broadcast requirements as directed.
- Assist SBS PMO and other divisions within infrastructure requirements on SBS projects.
- Maintain technical drawings and documentation of SBS broadcast and IT infrastructure.

Minimum requirements of the role (Insert e.g. years of experience; specialist qualifications/skills)

- Computer proficiency in MS Windows including MS Office.
- Solid understanding of IP networking, file system infrastructure, software installation/update practice.
- CAD drawing and editing experience with AutoCAD and/or Visio.
- Applicants should have at least two (2) years of direct, hands-on experience in television/radio broadcast and/or production and IT network equipment integration.

Key relationships with other roles and external stakeholders

- Broadcast Operations
- ALC
- IT
- NACA
- PMO
- Deluxe Engineering
- Third party vendors



Key Capability		
Capability	Level	Behaviour
<u>Coaching</u>	Self	<ul style="list-style-type: none">• Is self-aware and understands own barriers to learning• Shows willingness to overcome personal challenges to learning• Improves performance by applying new skills• Seeks regular feedback• Identifies performance barriers in peers• Applies active listening with patience and openness• Knows when and how to use open and closed questions• Exhibits a coaching style when working with others
<u>Collaboration</u>	Self	<ul style="list-style-type: none">• Displays a genuine intention to work co-operatively with others• Offers to help others achieve common goals• Makes an effort to understand the goals of others• Shares all relevant or useful information
<u>Customer Focus</u>	Self	<ul style="list-style-type: none">• Follows through on customer/client inquiries, requests or complaints• Distributes useful and up to date information to the customer/client• Determines the needs of the customer/client through probing and listening• Provides friendly, helpful service to the customer/client• Makes sure there is a clear understanding of the customer/client's needs• Offers appropriate solutions to the customer/client• Prioritises work goals that impact the customer/client directly• Diffuses customer/client problems
<u>Innovation</u>	Self	<ul style="list-style-type: none">• Generates original solutions to problems• Contributes to creative thinking and ideas• Makes suggestions to refine current processes and procedures to create optimum efficiency• Participates in the implementation of new processes and procedures that improve current performance



<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none">• Considers how their role impacts both the department and the business• Understands the impact of organisational policies/procedures on the department• Considers both the business and customer perspective on various issues• Identifies key drivers and commercial opportunities within their department• Uses financial reporting information to drive performance
<u>Results Focus</u>	Function	<ul style="list-style-type: none">• Drives to meet objectives and standards• Identifies alternative possibilities when faced with obstacles• Stays focused on tasks that require considerable effort• Completes tasks within designated timeframe despite obstacles• Perseveres with routine and repetitive tasks without sacrificing quality or excellence

Workplace Health & Safety

[For Band 3 and all non-supervisory levels]

- In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)
- Comply with Work Health and Safety Regulations and responsibilities
- Ensure employees and clients are :
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices