

<b>Cluster</b>	Department of Enterprise, Industry & Trade
<b>Agency</b>	Museum of Applied Arts and Sciences
<b>Division/Branch/Unit</b>	Programs & Engagement – Media Technologies
<b>Location</b>	All MAAS Sites
<b>ANZSCO Code</b>	399599
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	May 2022
<b>Agency Website</b>	maas.museum

### Agency Overview

The Museum of Applied Arts and Sciences sits at the intersection of the arts, design, science and technology and plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the museum includes the Powerhouse Ultimo, Sydney Observatory, the Museums Discovery Centre in Castle Hill and will expand to include the museum's new flagship - Powerhouse Parramatta. The Museum is custodian to over half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

The Museum of Applied Arts and Sciences is undertaking landmark renewal program which includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of Museum's Discovery Centre, Castle Hill which includes expanded storage and new research and public facilities and the renewal of the iconic Powerhouse Museum in Ultimo. Key to the renewal is the assessment and digitisation of over 380,000 objects from the museum's collection providing new levels of access.

### Primary purpose of the role

The Technician installs, configures, operates and maintains audio visual (AV), event & exhibition lighting, digital and electronic media equipment to ensure the efficient and effective operation of visitor, program and event experiences across our venues, theatres, studios, exhibitions, livestreams, and public spaces.

## **Key accountabilities**

1. Assist with the delivery, maintenance and support of quality AV exhibition, program, and event experiences, setting up, striking and operating AV and event lighting equipment to support performance and events, live streams; and supporting on-going care, maintenance and security of Museum AV equipment used in our exhibitions and venues.
2. Design and install a wide range of interactive and audio-visual equipment, install, repair, and maintain electronic displays, audio visual and interactive displays, maintain equipment in working order at all times to maximise customer satisfaction, public enjoyment, and the prestige of the Museum.
3. Respond to equipment breakdowns in an efficient manner, diagnose and rectify faults rapidly and effectively by utilising existing resources, ensuring the provision of a high standard of internal and external customer service.
4. Rig, set up, connect, and patch equipment for temporary or ongoing use, assist in the loading, unloading, lifting, and carrying technical equipment, for transport, storage or production, clean and maintain equipment and participate in keeping storage areas clean and tidy.
5. Document technical specifications and basic drawings, foster and encourage an environment conducive to innovative approaches to AV systems development, maintenance, and support.
6. Assist the Media Technology team propose, to develop, implement and review an annual Business Plan consistent with the Museum's Strategic Plan.
7. Basic repairs, rebuilding and modifications for mechanical displays and exhibits across the Museum that include working and repairing plastics, metals, alloys, and timber.
8. Assist with training and coaching staff and contractors and foster positive working relationships and team spirit.
9. Ad hoc duties as required.

## **General Requirements**

- Work in an interdisciplinary manner across project teams and Museum initiatives.
- Adhere to all obligations, responsibilities, and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas under supervision are monitored for WHS risks and hazards and are reviewed regularly.

## **Key challenges**

- Consistently deliver a high standard of service to internal and external customers given fluctuating levels of demand.
- Responding quickly to additional demands and changes from internal and external clients' programs and events.
- Working collaboratively with Museum staff who are physically distributed across sites.

## Key relationships

Who	Why
<b>Internal</b>	
• Programs Team	Collaboratively working to support effectively delivery of Programs
• Commercial Team	Collaboratively working to support effectively delivery of Events and other commercial activities
• Volunteers Team	Coordination of recruitment, training and operations
• Volunteers	Key to delivery of public programming
<b>External</b>	
• MAAS Visitors	To provide exceptional customer service

## Role dimensions

### Decision making

This role:

- Has some autonomy and is accountable for delivery of specific projects and events across MAAS.
- Refers to supervisor for decisions that require a change to strategic approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegation limits.
- Plans, leads, and organises their work to achieve agreed business objectives and performance criteria.
- Works with team members and monitors' progress.
- Submits reports, analysis, briefing and other forms of advice with support of their supervisor.
- Sound judgement is required to assess the safety or feasibility of operating equipment in certain situations and in determining how to comply with the intent of procedures or instructions when they are seemingly incompatible to a situation.
- All the above occurs in an environment of continuous liaison with internal or external clients.

### Reporting line

- Senior Technician

### Direct reports

- Nil

### Budget/Expenditure

This role does not have a budgetary delegation.

## Essential Requirements




- Demonstrated experience in the operations and support of audio visual, lighting and media delivery systems in an exhibition or theatre environment.
- A broad and developed knowledge and understanding of lighting, sound and audio visual equipment and operation.
- Familiarity with and understanding of computer systems and specialised software is required. The ability to use standard software and learn in house systems is also required.
- Experience in rigging desirable not essential.
- Camera operator desirable not essential.


## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	<b>Influence and Negotiate</b>	<b>Intermediate</b>
 Results	Deliver Results	Foundational
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Foundational

	Demonstrate Accountability	Foundational
	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability Level		Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Share information and learning across teams</li> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>
<b>Relationships</b> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>Utilise facts, knowledge and experience to support recommendations</li> <li>Work towards positive and mutually satisfactory outcomes</li> <li>Identify and resolve issues in discussion with other staff and stakeholders</li> </ul>

		<ul style="list-style-type: none"> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements</li> <li>• Keep discussion focused on the key issues</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>