Role Description
Digital Interpretation Support Technician

Cluster/Agency	Premier & Cabinet
Department/Agency	Sydney Living Museums
Division/Branch/Unit	Strategy and Engagement Division/Digital Team
Location	Hyde Park Barracks Museum and The Mint
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	261211
Role Number	SE048
PCAT Code	1119192
Date of Approval	4 November 2019
Agency Website	www.sydneylivingmuseums.com.au

Agency overview

Sydney Living Museums (SLM) is a leading government agency in Australia with responsibility for conserving, managing, interpreting and activating places and sites of local, national and international significance. Established in 1980, our collection includes the UNESCO World Heritage listed Hyde Park Barracks, The Mint, Australia's oldest surviving government building through to the twentieth century Rose Seidler House, which marks the arrival of the modernist movement to Australia. The collection is unlike other museums in that the significance of each is in the whole, and not just in the parts. The awareness of place frames each narrative. Our audiences are local, regional, national and international. Sydney Living Museums is a state cultural institution, reporting to the Minister for the Arts.

The Strategy & Engagement Division is comprised of teams managing Strategic Projects, External Relations, Development & Fundraising, Experience & Learning, Digital, and the Hyde Park Barracks Bicentenary Project. The Division's functions include effective managing SLM's external relations, stakeholder engagement, donors and corporate partners; delivering strategic projects designed to renew our facilities, visitor and customer experience and interpretation at our current sites, develop business cases that consider new 'at risk' heritage sites that could form part of the SLM portfolio; create compelling innovative and engaging education and public programs to grow audiences, enhance perceptions of SLM and increase public appreciation for heritage.

The Digital team is responsible for ensuring Sydney Living Museums maximise its use of digital to enhance its programming, grow its audiences and create lasting engagement. The Digital Team manages the development and programming of digital content across the agency's websites and physical spaces, as well as the platforms that deliver it such as websites, apps, AV delivery networks and customer facing business systems.

Primary purpose of the role

Manage and deliver the ongoing maintenance and support of Sydney Living Museums' digital interpretation and associated systems at the Hyde Park Barracks Museum to ensure positive visitor experiences are delivered at all times.

Key accountabilities

- Act as the main point of contact and provide fast resolution of any technical issues with digital interpretation to minimise impact on visitor experiences.
- Take ownership of managing the on-going maintenance of digital interpretation hardware at the Hyde Park Barracks Museum to ensure reliable performance of equipment and minimise the risk of any downtime.
- Respond to and prioritise support requests from staff or maintenance notifications from the system to resolve any issues in a prompt and timely manner.
- Oversee and install any updates to applications or content ensuring customer-issued story guides remain current and operational.
- Develop and provide training to all relevant staff to ensure they are appropriately informed to assist in supporting digital interpretation for visitors.
- Establish and maintain documentation and troubleshooting guides for all digital interpretation devices to assist staff with solving basic issues as they arise and ensuring positive visitor experience.
- Keep relevant staff informed of any hardware issues that may need to be addressed to avoid any interruption to visitor experiences or downtime.
- Identify and coordinate the purchasing of replacement hardware and media as required to facilitate effective digital interpretation at Hyde Park Barracks and documenting and reporting on work carried out.

Key challenges

- Maintaining the digital interpretation that underpins the Hyde Park Barracks' visitor experience to ensure it remains stable and operational avoiding any negative impact on visitor experience.
- Managing the ongoing maintenance and upkeep of a complex mix of display and network hardware that needs to be operational during museum opening hours, 7 days a week.
- Coordinating backup/contract support staff and ensuring they are adequately trained to respond to support requests.

Key relationships

Who	Why
Internal	
Head of Digital	Receive guidance and direction on work priorities, programs and schedules. Provide regular updates on key projects, issues and priorities.
Head of City Museums Portfolio	Liaise with to ensure Hyde Park Barracks priorities are factored into ongoing support plan for the Museum.
Digital Team	Collaborate with to support and achieve team objectives. Develop and maintain effective working relationships.
Visitor Services Team, City Museums Portfolio	Liaise with regularly to ensure all systems are functional and the visitor experience is operational. Collaborate with to schedule and install updates to the story guides. Develop and maintain effective working relationships.
Visitor Services Experience Officers	Provide specific training to enable them to provide on-site support as required. Provide phone support to help trouble shoot any issues.

Who	Why
Staff across the agency	Collaborate with on digital projects as required.
	Develop and maintain effective working relationships.

External	
Contractors	Liaise with and oversee when on site to ensure work on digital experience systems is undertaken in a satisfactory manner.
	Develop and maintain effective working relationships.
	Provide supervision, as required, of work carried out by contractors to ensure that it is completed safely and to a high level of quality and in a timely manner.

Role dimensionst

This role:

- Takes active ownership of own work.
- Refers to supervisor for decisions that require significant change to strategic approach; that are likely to escalate.
- Maintains efficient line of communication with all key stakeholders.
- Exercises judgement, analytical skills and knowledge of systems and concepts to resolve issues not always governed by standard practice.
- High degree of autonomy in the development of priorities and is accountable for the delivery of support to the digital interpretation of the Hyde Park Barracks.

Reporting line

This role reports to the Head of Digital.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- A high level of technical expertise and experience supporting digital infrastructure and the ongoing maintenance of display hardware such as projectors, video players, screens etc and experience in trouble shooting problems.
- Experience with networking and related components such as routers, switches, cabling, integration with IT network and server infrastructure, as well as having OS experience with Mac, Windows, Linux.
- Experience with Ubiquity hardware a benefit.
- Ability to lift, carry, work on ladders, kneel and move around heritage sites, both internal and external environments.
- Experience working in accordance with safe work procedures and ability to implement agreed controls.
- Occasional weekend work may be required.
- Works within approved plans, budget and quality standards.
- A medical assessment is required for this role consisting of a general health check, hearing and if required a spirometry test.

- A current NSW driver's licence.

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

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
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	**Intermediate**

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**
Personal Attributes Manage Self	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals

NSW GOVERNMENT

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans