

Role Description

Production Support Duty Technician



Cluster	Department of Premier & Cabinet
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 1
Kind of Employment	Enterprise Agreement
ANZSCO Code	342313
PCAT Code	1332292
Role Number	W03009R02758; W03008R02758; W03036R02758; W3007R02758
Date of Approval	4 December 2020
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Premier & Cabinet. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is an iconic Australian institution that embodies beauty, inspiration and the liberating power of art and ideas.

Our vision is to be as bold and inspiring as the Opera House itself.

Our mission is twofold:

- To treasure and renew the Opera House for future generations of artists, audiences and visitors; and
- To inspire, and strengthen the community, through everything we do.

PURPOSE OF THE ROLE

This role works as part of a team to deliver the highest quality Production Support services. This position is a multi-skilled theatre technician focussed on supporting the different theatre disciplines including staging, lighting, sound/AV and record and broadcast, whilst delivering small-scale events in their own right. It provides first-level operational support and advice for various theatre systems. This position is the first responder for all reactive maintenance requirements for production technical assets and will be required on occasions to assist the Technology team with proactive maintenance requirements. It provides exceptional customer service across the entire business by working on projects, supporting events, managing technical equipment and assisting with maintenance. This role upholds relevant technical and WH&S standards and contributes to the ongoing development of WH&S awareness at the Opera House. It also contributes to the management, development, care and security of technical equipment at the Opera House and assists in the development of skills and standards within the portfolio to meet presenter and SOH expectations.

KEY ACCOUNTABILITIES

- Operate and set up of Production Support equipment in live performance situations including system design and configuration in all theatres and performance spaces.
- Contribute to the planning, prioritisation, and delivery of technical works and assist with routine preventive maintenance and repairs to equipment as required.
- Provide technical support and advice including emergency repairs to equipment, fault diagnosis, temporary rectification works, and post-incident follow up.
- Complete regular reports and ensure technical data, drawings, and service manuals are up to date; assist in the development of standard operating procedures.
- Carry out installation and modification work in collaboration with Technology team.
- Meet SOH expectations by contributing to the customer service culture within Production Services.

- Ensure technical requirements for productions are delivered safely; making WHS a high priority for all Production Services employees.
- Properly store, clean, and maintain equipment, as well as clean and keep all storage and backstage areas tidy.

KEY CHALLENGES

- Working in a dynamic live theatre environment, balancing challenging variables, such as irregular and long shifts, physical work, live performance deadlines, off-site facilities as well as the sheer complexity of size and restrictions associated with working at SOH.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Technical Manager, Theatre & Events	To receive overall technical direction.
Production Support Manager	To receive strategic and operational guidance and to work as directed in a team-based environment.
Department Supervisors and Technology Department	To work as directed in a team-based environment.
Production Services Technical Staff	To work within and maintain an effective team environment and culture. Provide supervision and leadership to small teams as required, communicating technical and interpersonal standards and operational needs, and providing training and mentoring.
External	
Clients	To collaborate on all aspects of production requirements.

ROLE DIMENSIONS

Decision Making

The role has responsibility to follow documentation and direction from a Manager, Supervisor, Production Manager or Stage Manager to achieve a technically smooth and competent production. The role may plan a task and lead a small team to achieve this. The position has the responsibility to operate equipment to the highest standard to the satisfaction of the Manager, Head of Department, Supervisors and to the client's needs and expectations.

Reporting Line

Production Support Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS





- Comprehensive skills and experience (minimum 3 years) in several professional production services disciplines including staging, lighting, sound, AV, communications and broadcast.
- Ability to perform key Production Support duties, including incident response, customer service, and being an interdisciplinary technician on duty, to the highest standard.
- Good working knowledge of communications and signal transport systems, including two-way radios; paging and cue light systems; audio and video switchers, routers, and matrices; wired and wireless intercoms; and IP networks.
- Ability to interpret and create relevant event documents and implement Production Support requirements.
- Ability to lead small teams to execute an effective and efficient outcome.
- Physical fitness, agility and ability to work at heights.
- Ability and commitment to work on a rotating ad hoc shift basis.
- Demonstrated ability to work cooperatively within teams and across disciplines to meet event requirements.
- Good communication skills and well-developed interpersonal skills.
- Commitment to abide by Opera House policies, particularly WHS procedures including manual handling techniques.
- Demonstrated knowledge and application of computer-related technology.

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

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • 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
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • 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
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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