

Role Description

Service Technician, Electronics & Systems, Technology



Cluster	Department of Planning & Environment
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 2 Level 3
Kind of Employment	Enterprise Agreement - ongoing
ANZSCO Code	312312
PCAT Code	1226392
Role Number	W02936R02712; W02937R02712; W02995R02712
Date of Approval	
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Planning & Environment. 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 is responsible for the maintenance and repair of theatre and precinct technology systems. It fabricates minor consumables and is the first port of call for repairs to, and maintenance of, all theatre and precinct systems such as two-way radios, televisions and amplifiers. It develops and maintains relationships with external repair and maintenance organisations. This role also contributes to the ongoing maintenance of safety standards by conducting regular test and tag operations, and contributing to the development of safety and operational processes and procedures.

KEY ACCOUNTABILITIES

- Provide technical support and advice, including emergency repairs to equipment, fault diagnosis, temporary rectification works or workarounds, and post-incident follow-up.
 - a. Electrical safety & wiring standards
 - b. Copper and fibre signal transport and cabling standards
 - c. Electrical safety testing procedures, including advanced and three-phase equipment
 - d. Diagnosis of electrical electronic and software issues
 - e. Safe repair procedures of electrical equipment
- Assist both Theatre & Precinct and Network teams with system maintenance, installation and modifications.
- Complete regular reports and ensure technical data, drawings, and service manuals are up to date.
- Assist in the development of standard operating procedures, proactively identifying risks and opportunities to improve efficiency and effectiveness.
- Carry out installation and modification work as requested by internal customers (eg Sound AV, Visitor Experience).
- Participate in regular replace or refresh projects, ensuring probity, value for money, and best practice.
- Ensure routine preventive maintenance and repairs to equipment are completed on schedule, cost effectively, and to the appropriate standard.
- Proactively ensure electronic equipment is safe and tested, and is ready for use.

- Maintenance of stock and critical spares inventory.
- Assisting the Infrastructure Manager with equipment lifecycle planning.
- Basic administrative tasks and minor procurement as directed by the Theatre & Precinct Supervisors.
 - a. Writing of documentation for record-keeping, procedure documentation, and safety documentation (e.g. SOH Test & Tag SOP and Testing & Repair of Portable Production Electrical Equipment SOP).

KEY CHALLENGES

- Manage system capacity, resilience, and flexibility to meet the needs of a dynamic performing arts centre .
- Manage conflicting and concurrent network and communications projects and operations.
- Prioritise effectively in a high pressure and ambiguous environment.
- Manage conflicting priorities and stakeholder expectations.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Theatre & Precinct Systems Supervisor	Receive strategic and operational direction, provide advice, escalate issues
Technology team	Maintain interdependencies and integration between precinct systems and other infrastructure or overlay applications
Building team	Facilitate building management by maintaining infrastructure for building systems
EPRG	Contribute to precinct security by maintaining infrastructure for security platforms
Production Services	Enable world-class performance by providing infrastructure for production systems
Event Operations	Perform urgent repairs and maintenance for shows and events
External	
Suppliers	Ensure suppliers deliver value and are accountable for the quality of their work

ROLE DIMENSIONS

Decision Making

The Service Technician has the flexibility to make decisions about the implementation of theatre and precinct technology projects and services in line with operational requirements and in consultation with the theatre & Precinct Supervisors. It works closely with the Theatre & Precinct Systems Supervisor to make decisions about the maintenance and repair of infrastructure. It effectively communicates problems and improvements, and their impacts, to customers and the Theatre & Precinct Systems Supervisor.

Reporting Line

Theatre & Precinct Systems Supervisor

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- At least three years' experience maintaining and repairing equipment used in live entertainment, broadcast, or sports.
- Advanced working knowledge of GPIO logic, AV, intercoms, lighting fixtures, sound equipment, and component electronics.
- Test and Tag qualification.
- Plug Top Replacement qualification.
- Ability to interpret and follow AV systems drawings in order to troubleshoot & resolve issues.
- Advanced communication skills, including an ability to translate technical concepts for a lay audience.
- Experience making technical decisions from a whole-of-business perspective.
- Ability to work efficiently under pressure and prioritise work.
- Flexibility and a commitment to continuous improvement.
- A focus on ensuring a clean and safe work environment.
- Ability to create and implement workshop workflow.
- A good understanding of the relevant electrical safety & wiring standards.
- A detailed understanding of the employment of technology to support a live performance environment.





- Ability to interpret and follow AV systems drawings in order to troubleshoot & resolve issues.
- A working knowledge of IT and network fundamentals to assist in the troubleshooting of system issues and errors.
- The ability to self-manage workloads, operate autonomously with minimal guidance and prioritise tasks.

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
 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.

NSW Public Sector Capability Framework		
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Participate and contribute to reviews of progress, outcomes and future improvements• Identify and escalate any possible variance from project plans
