Role Description
Senior Technician

POWERHOUSE

Cluster	Creative Industries, Tourism, Hospitality & Sport
Agency	Museum of Applied Arts and Sciences
Division/Branch/Unit	Program/Technical Production
Location	Powerhouse Ultimo
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	399311
PCAT Code	1119192
Date of Approval	October 2024
Agency Website	Powerhousemuseum.com.au

Agency overview

The Powerhouse Museum 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, and the Museums Discovery Centre in Castle Hill and will expand to include the museum's new Powerhouse Parramatta. The Museum is custodian of over half a million objects of national and international significance and is considered one of Australia's finest and most diverse collections.

The Powerhouse is undertaking a landmark renewal program that includes the creation of Powerhouse Parramatta, the most significant cultural infrastructure project since the Sydney Opera House; the expansion of the 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.

Primary purpose of the role

The Senior Technician is crucial in ensuring the successful delivery of exhibitions, programs and events across all Powerhouse sites, including Ultimo, Parramatta, Castle Hill, and Sydney Observatory. The Senior Technician is responsible for championing new, innovative, and cost-effective solutions to meet the needs of project teams and ensure the museum remains at the cutting edge of production technology.

There are three roles categorised into three disciplines: Audio, Lighting, and Visual Broadcasting. Each role collaborates with the others to effectively deliver exhibitions and programs.

Key Accountabilities

- Collaborate with the internal technical team to develop a detailed scope of works that accurately responds to and realises the creative brief for exhibitions, programs, and events, ensuring high-quality solutions that are feasible within the available time and budget.
- Engage with industry leaders to ensure the proposed scope of works reflects industry best practices, appropriately supports collection conservation needs, and incorporates cutting-edge technology where available.
- Provide support to the Technical Managers, including drafting and reviewing technical plans, input into technical schedules, budgets, and procurement, and coordination of subcontractors as required.

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- Provide on-site supervision and support for the set-up, running, and packing-down of exhibitions, programs, and events as required, including training and coordination of internal technicians and external subcontractors working across all Powerhouse sites.
- Manage the internal warehouse, ensuring all equipment is accurately captured by the inventory management system, maintained in good working order, and stored efficiently for access and use on exhibitions, programs, and events.
- Provide support to the Senior Technician as required to cover leave and periods of high workload.

Key challenges

- The Senior Technician must be able to work effectively across simultaneous projects, prioritise tasks efficiently, and adapt to last-minute changes as they arise with many exhibitions, programs, and events delivered annually.
- To ensure the museum remains at the cutting edge of production technology, the Senior Technician must use their close working relationships with industry experts to keep well informed of new and advancing technology as it arises.

Key relationships

Internal

Who	Why
Head of Technical Production	• Receive overall direction and guidance
Technical Managers	• Work collaboratively on the delivery of exhibitions, programs, and events.
Technicians	• Supervision, training, and support.
Program Directorate	• Work collaboratively to ensure technical discipline/s meets program needs.
Collections Directorate	• Work collaboratively to ensure technical discipline/s meets collection management needs
Marketing, Business Development & Events	• Work collaboratively to ensure technical discipline/s meets specific event needs

External

Who	Why
Industry Leaders	• Draw on industry relationships to ensure the Museum's approach to production technology is cutting-edge.

Role dimensions

Decision making

- Advises on technology, resources, and equipment requirements. Advises how best to meet conflicting priorities and short deadlines with available resources.
- This role has a high level of autonomy in the agreed workplan and must collaborate with internal stakeholders across the organisation to arrive at mutually beneficial outcomes.
- Consults and refers to Technical Managers for matters that are sensitive, high-risk or business-critical to agree on a suitable course of action

Reporting line

Head of Technical Production

Direct reports

Technicians (dependent on scale of the event/program)

Budget/Expenditure

Nil

Key knowledge and experience

- In-depth understanding and demonstrated experience in performance and exhibition video, lighting technology, or audio technology
- Competency in CAD, Microsoft Office Suite and other related software aiding the delivery process.

Essential requirements

- Demonstrated experience (6+ years) in performance and exhibition video, projection and broadcasting technology, lighting technology or audio technology within the creative or entertainment industries.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

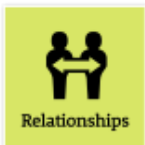| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation	Intermediate
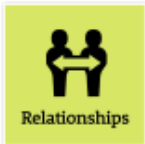
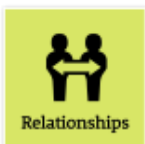|	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept

	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Support research and expert advice on the application of emerging technologies to achieve organisational outcomes • Ensure that effective governance frameworks are in place to efficiently and effectively apply technology within the organisation • Establish effective governance to ensure organisational compliance with cyber security and acceptable use of technology policies • Critically assess business cases supporting the introduction of technology to improve the organisation's efficiency and effectiveness • Ensure that effective policy and procedures are in place for records, information and knowledge management to meet government and organisational requirements	Adept

|	Optimise Business Outcomes Manage people and resources effectively to achieve public value	• Keep team members informed of the reasons for decisions so that this can inform their work • Ensure that team members make effective use of resources to maximise business outcomes • Ensure that team members understand and inform customers about processes, practices and decisions • Ensure that team members understand business principles to achieve work tasks effectively • Ensure team goals and standards are met	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

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