

Role Description

Senior Systems Engineer – Sound



Cluster	Department of Planning and Environment
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3, Level 3
Kind of Employment	Enterprise Agreement
ANZSCO Code	
PCAT Code	
Role Number	
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

The position works collaboratively with both internal and external stakeholders to ensure the smooth and effective delivery of audio systems and associated infrastructure including system design, engineering, and support for events.

The position holder is responsible for leading the maintenance of the sound systems used throughout the Sydney Opera House Venues and Record and Broadcasting Audio facilities. The role ensures that systems are kept in the optimal operating condition and proactively plans maintenance and upgrades accordingly.

The position acts as a technical training facilitator for the Sound Department, planning and leading training that is relevant to both the individuals and the team as whole.

The position ensures that systems are being used as efficiently as possible and advises on the deployment of resources to support this accordingly.

KEY ACCOUNTABILITIES

- Design and implementation of Sound and Audio-visual systems for projects and large events.
- On-site event delivery and system engineering as required.
- Lead the maintenance of Sound Equipment and systems used in theatres including, Audio Mixing Systems, Loudspeaker Systems, RF Systems and Audio Transport Systems.
- In collaboration with the Sound AV Operational Supervisor and Production Services Training and Assessment Manager, plan and implement training that aligns with individual, team and operational requirements.
- Support teams during high levels of activity and change, through effective planning, resource allocation and event support.
- Ownership, development and management of the systems that are used for the care and maintenance of equipment and training of team members.
- Contribute to the strategic planning of the department.
- Effective communication while maintaining and developing clear and concise documentation and record keeping.

KEY CHALLENGES

Leading, developing and maintaining systems in a dynamic live theatre environment, balancing challenging variables, such as very high venue and equipment utilisation, quick equipment turn-around and live performance deadlines.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Sound and Audio Visual	To receive strategic and operational guidance.
Operational Supervisor – Sound and Audio Visual	To collaborate on maintenance planning, scheduling, training, and event delivery.
Production Services Training and Assessment Manager.	To collaborate on training.
Head of Recording and Broadcast	Maintenance, project design and implementation of the Record and Broadcast Audio Systems.
Sound and Audio-Visual Technicians and Operators	Training and event support.
Venue Hire	Scheduling of in-venue maintenance.
Production Support and Technology departments.	Work closely for scheduling of equipment maintenance, fault reporting and firmware updates.
Building Team	Co-ordinate venue and equipment access and maintenance requirements.
External	
Suppliers	Ensure maintenance procedures and processes align with equipment supplier's guidelines.

ROLE DIMENSIONS

Decision Making

The Senior Sound System Engineer makes decisions on the design of sound systems and associated infrastructure for large events and projects. It works closely with the Head of Sound and Audio-visual on design specifics to ensure that events and projects are aligned with customer and internal stakeholder requirements.

In collaboration with the Sound AV Operational Supervisor, the position plans, prioritises and allocates work.

The position collaborates with internal stakeholders and advises on training and system implementation.

The position has the authority to reprioritise resources and delegate tasks to meet technical and project requirements.

Reporting Line

Head of Sound and Audio-visual

ESSENTIAL REQUIREMENTS

- Tertiary level qualifications in Sound Engineering.
- Comprehensive skills and experience (minimum 5 years) in live the theatre/entertainment industry.
- Flexibility and commitment to continuous improvement.
- Comprehensive skills and experience in sound operation and design including.
 - Console programming for large scale events, across a variety of genres.
 - Sound system design for large scale events and installations utilising industry standard design tools.
 - RF systems co-ordination and design.
 - Record and broadcast systems.
 - Show playback and control systems.
- Comprehensive system engineering and optimization experience
- Competent in the use of Rational Acoustics SMAART software.
- Strong knowledge of computer related technologies including design tools, networking protocols and Audio over IP implementation.
- Experience in leading teams and facilitating training.
- Great communication and interpersonal skills.
- Ability to work efficiently under pressure and prioritise work.






- Numerical ability and lateral thinking.
- Physical fitness, agility and ability to work at heights, good hearing and vision.

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	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> Keep control of own emotions and stay calm under pressure and in challenging situations 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	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
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	Adept	<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
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	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Adept	<ul style="list-style-type: none">• Communicate the project strategy and its expected benefits to others• Monitor the completion of project milestones against goals and initiate amendments where necessary• Evaluate progress and identify improvements to inform future projects• Ensure that roles and responsibilities are clearly communicated• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks• Develop team capability and recognise and develop potential in people• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues