Role Description
Senior Audio and AV Systems Engineer

Cluster	Department of Enterprise Investment and Trade
Agency	Sydney Opera House
Division/Branch/Unit	Production and Events
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 3
Kind of Employment	Enterprise Agreement – Ongoing
ANZSCO Code	212316
PCAT Code	1119192
Role Number	SOH2329
Date of Approval	January 2024
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Enterprise Investment and Trade. 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 a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be **Everyone's House**; where we aim to better understand and connect with the community; to be a place where everyone feels welcome; to be future-ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (**Creativity, Courage, Inclusivity, Integrity, Collaboration and Care**):
- We better understand and connect with the community.
- Everyone feels welcome here.
- We are future-ready.
- We lead and inspire positive change.

PURPOSE OF THE ROLE

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

The position holder is responsible for leading the maintenance of the sound & AV systems and equipment used throughout the Sydney Opera House.

The role ensures that systems and equipment are kept in optimal operating condition and proactively plans maintenance, software and firmware updates, and suggests upgrades to the HOD accordingly.

The core responsibilities for this role will be conducted on weekdays during standard business hours. However, due to the nature of the business, periodical weekend and after-hours commitments will be necessary to facilitate maintenance and upgrades at our venues outside of scheduled events.

KEY ACCOUNTABILITIES
- Design and implementation of sound and audio-visual systems for projects.
- Lead the maintenance of sound and audio-visual equipment and systems used in our venues.
- Ownership, development and management of the systems that are used for the care and maintenance of equipment
- Training of team members on maintenance-related topics.
- 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/AV	Receive strategic and operational guidance
Deputy Head of Sound/AV	Receive day-to-day guidelines on project and maintenance priorities
Operational Supervisors – Sound and AV	Collaborate on maintenance planning, scheduling and training.
Sound & AV Technicians	Train and lead to achieve desirable systems & equipment maintenance outcomes
Venue Hire	Liaise to schedule in-venue maintenance effectively and without affecting programming.
Theatre & Precinct Technology Dept	Work closely for scheduling of equipment maintenance, fault reporting, firmware and software updates.
External	
Suppliers	Ensure maintenance procedures and processes align with equipment supplier's guidelines

ROLE DIMENSIONS

Decision Making

The Senior Audio and AV System Engineer plans, executes and leads the implementation and maintenance of Sound & AV Systems and equipment for the department. They work closely with the Head and Deputy Head of Sound and Audio-visual on design specifics to ensure that systems 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/AV

Direct Reports
Nil

ESSENTIAL REQUIREMENTS

- Minimum 5 years of experience in a live technical environment, with excellent knowledge of audio and vision systems, infrastructures and protocols.
- Comprehensive Audio and AV systems engineering, maintenance and optimization experience.
- Demonstrated high-level track record of project management for Sound and AV Systems & equipment maintenance.
- Thorough knowledge of team leadership responsibilities under WHS.
- Experience in the maintenance and calibration of sensitive audio and vision equipment (e.g. audio processing systems, loudspeaker technology, microphones, amplifiers, data projectors, vision distribution technology etc.).
- Competent in the use of software such as:
  - Audinate Dante Lev. 3 Certification (essential).
  - Audinate Dante Controller & DVS (essential).
  - Figure 53 – Q-Lab (essential).
  - DAW softwares such as Steinberg Nuendo Live & Cockos Reaper (preferred).
  - Rational Acoustics SMAART (preferred).
  - d&b Audiotechnik Array Calculator & R1 (Preferred).
- Strong knowledge of computer-related technologies including live production audio & vision design tools, networking protocols and Audio/Video over IP implementation.
- Proven track record of managing and troubleshooting complex AoIP and VoIP networks.
- Flexibility and commitment to continuous improvement.
- 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	• 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
Relationships Communicate Effectively	Adept	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Write fluently in a range of styles and formats
Results Deliver Results	Adept	• 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 Project Management	Adept	• 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 • 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