AV Technician and ICT Support

Overview of Carey

The Carey Group is a community of organisations that serve and minister to the community around us and beyond, as part of the ministry of Carey Baptist Church. Carey was established as a church plant in 1996, and since that time has grown to be two campuses, with schools, a cafe and community centre, an early years child education and care service and many other activities and ministries on the campuses and beyond.

Carey is a community of faith on mission in the world. As such, how we live and serve together matters. Mission, faith and relationships are three words that are used to describe Carey. The gospel is the foundation from which we serve, in an environment that respects the diversity of our students, their families and the broader community. We believe that we earn the right to speak by seeking to serve out of our values of kindness, courage, respect, humility and integrity.

- **Kindness**: a concern for others, which compels us to act for their good.
- **Courage**: the willingness to act well in the face of uncertainty and fear, and a willingness not to settle for mediocrity.
- **Respect**: sensing and honouring the God-given worth in another. We recognise the value of those we serve and that they deserve our best.
- **Humility**: embracing a clear perspective for one's place with God and others and seeking to benefit others above ourselves.
- **Integrity**: being honest and consistently living out our moral principles, whether seen or unseen.

Overview

This position is responsible for providing high level technical and customer support including fault finding, resolving technical issues and reporting. It will primarily manage the audio visual requirements for the Carey Group, specifically within the Colleges, managing College performance spaces to provide effective sound and lighting, to ensure optimum efficiency and success in the presentation of all productions, performances, rehearsals. Provide technical expertise, support and training to College staff.

Location and Flexibility

Primarily Harrisdale campus, with occasional work at the Forrestdale campus. However, it would be subject to the needs of the College. Some after hours work will be required due to occasional theatre production and events times.

Duties and Responsibilities

1. **Audio Visual (Auditorium and Equipment Management and Technical Support)**

- Work closely with event stakeholders to ensure all College events are operated and executed flawlessly from a media standpoint, including live events and recordings where required.
- Manage the setup, pack up and operation of lighting, sound, and vision equipment for all College events.
- Provide appropriate technical production support for College performances, assisting teaching staff with use of resources, equipment and materials as required.
- Manage assets and maintain AV equipment to ensure reliability and effective operation in preparation for upcoming events.
- Support all classroom AV usage including specialist software where applicable.
- Provide support to staff and students where high quality recordings are required for assessment or feedback.
- Work closely with presenters and hirers to deliver a consistent high quality of sound & AV systems and services
- Ensure equipment and materials are kept in a neat, clean and tidy condition, with all sound & AV equipment not in use being stored in a safe and appropriate manner
- Maintain an inventory of stock/equipment providing reports on faulty equipment to ensure hazards are eliminated, and replacement & repairs are carried out effectively
- Ensure safety procedures are adhered to for all performances, events and activities
- Provide input in to Safe Working Method Statements and Risk Assessments to mitigate risk around the use and operation of technical equipment and show specific processes
- Provide technical support to presenters and hirers in the delivery of audio visual.

2. **ICT Support**

- Assist the IT team in monitoring and processing help desk requests ensuring all requests are managed professionally, timeframes are met, follow-up actions are executed.
- Assist in the management and use of hardware including laptops, tablets, digital cameras and video cameras, data projectors, and phone systems.

3. **Other**

- Ensure ICT asset records are kept up to date and all work is recorded as required.
- Actively contribute to the success of the ICT team and the wider organisation by seeking better ways of working by embracing innovation.
- Provide input and feedback on new technologies, equipment and software upgrades.
- Adhere to all organisational policies and procedures.

Qualifications, Skills and Experience

Essential

- Formal qualifications. Tertiary, diploma or relevant industry certification
- At least 2-3 years' experience in the industry.
- Good understanding of TCP/IP networking to troubleshoot and resolve connectivity issues.
- Skills, knowledge in troubleshooting MacOS, iPadOS, ChromeOS and Browser issues (Level 1 Support) and experience with Google Apps.
- Experience in ICT support services, service desk support.
- Experience and knowledge of networking, especially in Dante Networks.
- Demonstrated strong technical support and troubleshooting skills.
- An excellent communicator with a genuine interest in people service and provision of an exceptional customer experience.
- Excellent interpersonal skills and ability to relate to various stakeholders to ensure the highest level of service and presentation is maintained at all times.
- Ability to work collaboratively as part of a larger team.
- A can-do attitude and willingness to go above and beyond.
- Excellent time and resources management skills to ensure efficiency.
- Demonstrated ability to complete all tasks to a high standard.
- Demonstrated commitment to continual improvement, innovation and learning

Desirable
- Qualifications in Dante Networks
- Elevated work platform license