

POSITION DESCRIPTION

TECHNICAL SERVICES SPECIALIST – COMMUNITY HUBS

POSITION DETAILS

Date of Position Description	JUNE 2026
Position Title	Technical Services Specialist– Community Hubs
Position Grade	11
Directorate Business Unit	Community Hubs
Reports to	Programming and Venue Services Manager – PHIVE/PTH
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements

POSITION OVERVIEW

This role sits within the Community Hubs facilities network, however, will work across multiple Community Hub locations dependent on customer demand and business needs. Operating 7-days a week, our Community Hubs are the community, cultural and civic heart of the City of Parramatta, delivering exceptional customer experiences to those who live, work, study, visit and play in our City.

The City of Parramatta's Community Hubs portfolio encompasses PHIVE (5 Parramatta Square), Parramatta Town Hall (PTH), Wentworth Point Community Centre and Library (WPCCL), and the Yarra Community Centre (YCC), operating as a unified and connected network delivering inclusive, culturally rich and diverse, and high-quality community experiences. Team members work collaboratively across all hubs to support shared programming goals, coordinated visitor and venue hire services and in delivering consistent and collaborative excellence in customer service and operational standards. This role contributes to a connected, community centred ecosystem that enables creativity, cultural expression, learning and skills development, and civic participation across the City of Parramatta LGA.

The primary purpose of this position is to manage and co-ordinate all production and technical aspects of the preparation, planning and delivery for functions, events and performances for internal and external customers across the City of Parramatta's current and future Community Hubs portfolio of facilities and will contribute to achieving Council's strategic objectives and vision for the City of Parramatta as Sydney's Central City. The Technical Services Specialist maintains the highest standards of client experience and care, operational management and safety, and continuous improvement in the day-to-day delivery of technical services across the portfolio.

The Community Hub's technical services operating objective is to have a baseline of staging, audio, lighting and visual presentation services (equipment and staffing) provisioned in house, either included in venue hire packages or as applied as additional charges, scalable to specific event organisers requirements. This position will also work with event organisers and production companies who may augment the in-house systems and equipment with third party equipment hire from approved suppliers on an as-needs basis.

KEY RESPONSIBILITIES

Role Specific

- Lead and co-ordinate the Technical Services function to ensure all technical and production aspects of event and performances, are delivered to a high standard, safely, and within the established budget.
- Facilitate effective communication and consultation with relevant staff and key stakeholders on all production, operational and technical related issues.
- Provide high level advice and specialist technical expertise regarding the provision of technical equipment and services to both internal (Council) and external hirers.
- Work collaboratively with the Community Hubs Leadership Team, and other departments across Council, such as Riverside Theatres, marketing, and events and festivals, to ensure the smooth running of events and program delivery across the Community Hubs portfolio.
- Review client feedback and develop insights and analytics to lead the design, decision-making and delivery of technical services to ensure and deliver continuous improvement.
- Oversee the use and maintenance of over \$2 million worth of audio-visual (AV) and staging equipment and technology systems (PTH and PHIVE), for the technical services delivery, ensuring that costs are controlled, and expenses are tracked and recorded. This also includes engaging directly with clients and external contractors (equipment hirers, agency staff) to quote on additional technical equipment or services to meet customer requirements within budget and on-charged accordingly.
- Working with the Venue Sales Manager/Business Development Manager to provide expert advice to internal and external hirers in relation to AV packaging (scoping, quoting, onsite installation and delivery)
- Driving sales and meeting significant revenue KPIs for AV hire across PHIVE and Parramatta Town Hall
- Manage the Technical Services asset pool including maintaining the condition of assets and end of life renewal of existing items.
- Plan for and undertake strategic purchase of additional equipment to expand the offerings of the Technical Services department and future proof the services offered to hirers
- Keep abreast of changes in staging, theatre and event technologies and methodologies and identify opportunities for equipment and service upgrades and develop strategies to create new product offerings for hirers.
- Responsible for the procurement, delivery and implementation of plant and asset purchases.
- Prepare and review technical services and infrastructure proposals and documentation for significant capital works projects or service delivery improvements across the current and future hubs portfolio and act as the technical services client representative for the delivery of major projects.
- Develop, manage and maintain an Event Risk Register, Safety Plans and Risk Assessments related to Technical Services to ensure a safe environment for employees, community and relevant stakeholders.
- Ensure that Council is seen by the community and industry as delivering best-practice technical services solutions for its customers across its portfolio of venues, and is recognised for the team's exceptional technical capability, experience and collaboration.
- Ensure that all technical staff and contractors are working in accordance with work health and safety policies and procedures and maintain a safe working environment for all. Assist in identifying any opportunities to develop and implement policies and procedures that enhance technical operations and best-practice service delivery.

Baseline

- Supervise and coordinate a team of professionals in the designated area of expertise to promote accountability and alignment towards achieving desired organisational outcomes.
- Coach, mentor and provide professional guidance and development to staff
- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external customers and stakeholders including corporate clients, community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

Tertiary level certification or qualifications in event production, audio-visual technical services design and delivery, or in a related discipline or equivalent professional experience

Experience

This role requires a highly developed technical ability for the purpose of event design and execution, servicing hirers' needs, providing advice and leading a team. They should have:

- Significant demonstrated experience in technical/audio-visual services delivery or events production within a live performance / venue environment, with a proven track record of delivering high-quality technical services and solutions for live events. (Typically 5+year's experience).
- Strong background in managing and leading teams of technical staff, including full-time and casual audio-visual, theatrical and/or staging technicians.
- Extensive knowledge of technical production, including rigging, sound, vision, lighting, staging and special effects.
- Proven ability to ensure the highest standards of client experience, leadership and operational management, and safety in the design and delivery of technical services.
- Demonstrated track record in maintaining exceptional technical proficiency, skill, safety (WHS) and collaboration within a live venue environment.
- Demonstrated ability to meet WHS and statutory requirements for the technical services design and delivery management of large-scale events and performances
- Evidence of teamwork and leadership in a multi-task, fast-paced environment requiring application of priorities, meeting of deadlines and working under pressure.
- Experience in the delivery, commissioning and implementation of new and existing system upgrades including the integration of new equipment or services into the day-to-day operations of a venue.

Skills

- Excellent organisational and multitasking skills, with the ability to manage multiple projects and priorities effectively.
- Strong problem-solving and decision-making abilities, with a proactive and solution-driven approach to venue services and customer needs.
- Exceptional communication and interpersonal skills, with the ability to collaborate effectively with various stakeholders, including hirers, external contractors, and business units across Council.
- Demonstrated ability to work collaboratively with hirers / producers to deliver technically complex events to a high level.
- Proficiency in managing technical services quotations, budgets and financial resources effectively.
- Expert knowledge and hands-on proficiency in all technical practices and equipment usage related to sound, vision, lighting, staging and special effects.
- Expert understanding of health and safety regulations and practices in a live venue environment.
- Demonstrated commitment to delivering exceptional technical services and maintaining a world-class venue experience for stakeholders and customers.
- Effective written and verbal communication skills, including Computer skills, and a working knowledge of Microsoft Office programs, Vectorworks and Venue Management systems such as Bookable or Ungerboeck Event Software.
- Experience in Live Streaming and Bosch Dicentis is desirable (but not essential)