

POSITION DESCRIPTION

SENIOR TECHNICIAN, PHIVE & PARRAMATTA TOWN HALL

POSITION DETAILS

Date of Position Description	July 2024
Position Title	Senior Technician
Position Grade	4
Directorate Business Unit	Community and Culture PHIVE and Parramatta Town Hall
Reports to	Manager of Programming and Venue Services
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements

POSITION OVERVIEW:

The Senior Technicians work in a highly skilled team in the Community Hubs business unit to achieve Council's strategic objectives and vision for the City of Parramatta as Sydney's Central River City.

The Community Hubs portfolio of Council includes PHIVE, Council's flagship community, cultural and civic facility centrally located in Parramatta Square, Parramatta Town Hall, Council's landmark heritage venue and Council's satellite community hubs, Wentworth Point Community Centre and Library (WPCCL). Council's community hubs offer best practice, inclusive and accessible, customer experiences for the community we serve and to everyone who lives, works, studies, visits and plays in our City.

As Technical Specialists, the Senior Technicians play a crucial role in delivering successful live events. Reporting directly to the Manager of Programming and Venue Services, they ensure the effective operation of lighting, sound, audio-visual, and staging equipment. Their hands-on involvement ranges from erecting and rigging lighting and projection elements to operating audio and lighting consoles, as well as programming and operating vision and projection equipment.

KEY RESPONSIBILITIES:

The Senior Technicians work closely with a range of venue personnel, event managers, venue hirers and community users to provide high-quality audio-visual services. They provide strategic and technical direction to enhance the overall experience for our venue users and stakeholders. This role requires adaptability and flexibility to accommodate the dynamic and diverse nature of our live events and conferences.

Role Specific:

- Provide Audio-Visual Services under the guidance of the Manager of Programming and Venue Services, demonstrating expertise in lighting, audio, vision, staging and ensuring superior service delivery to diverse stakeholders.
- Report any faulty equipment to Venue Management in accordance with technical standards and statutory requirements.
- Interpret and execute the delivery of productions, functions, conferences and events according to specifications and work orders, covering areas of staging, lighting, audio, and audio-visual.

- Participate in and oversee bump-in and bump-out of productions and events under the supervision of the Manager of Programming and Venue Services.
- Perform various tasks including, rigging flown elements, operating automated winch fly systems, and providing stage management or stagehand assistance as required.
- Handle lighting tasks such as interpreting lighting plans and plots, designing and developing lighting states, rigging, focusing, and patching lighting, as well as managing set electrics, haze, smoke, and follow spot operation as required by production needs.
- Carry out audio tasks including interpreting sound plans and plots, selecting and rigging stands, microphones, and cables, installing speakers and cabling, operating audio consoles, and managing playback equipment according to production requirements of bands and performances.
- Undertake audio-visual tasks focused on visual technology, such as setting up and operating LED screens, TVs, and projectors, managing projection screens and edge blending, and controlling playback of visual content as required for the event.
- Perform general labouring and cleaning duties on stage and in control areas to maintain a clean and safe environment.
- Provide support/operation in PHIVE as directed by the Manager of Programming and Venue Services.
- Act as a Warden in case of emergency evacuation when required.
- Collaborate with production teams, Event Managers and Community Volunteers to understand any changes to their vision and translate them into effective designs and action plans for technical team delivery.
- Stay current with industry trends, new technologies, and best practices, applying innovative approaches to enhance performances and events.

Baseline:

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations, and best practices to maintain a subject-matter-expert mindset among all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, set up procedures, and recommendations aiming to provide better service to clients in line with the organisation's values.
- Build performance metrics and mechanisms to identify early visibility of risks, enabling mitigation approaches.
- Promote and maintain effective relationships with all external business partners, including community organizations, venue users, local, state and federal authorities.
- Ensure reasonable care of the health and safety of yourself, employees, visitors and volunteers while at work, and cooperate with the organization to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Promote customer service and organizational effectiveness by acting ethically, honestly, and fairly.

Knowledge

Qualifications:

- Certification or training in the operation of lighting, sound, audio-visual, or staging equipment
- First Aid/CPR



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- Construction White Card (desirable)
- Rigging Certification (desirable).
- Test & Tag Certification (desirable).

Experience:

- Min 3 + years' experience in the design and operation of Audio-Visual Services for live performances, events and conferences covering lighting, sound, vision, and staging.
- Knowledge of Audio-Visual Equipment, control systems, and principles.
- Ability to collaborate effectively with room clients, event producers and production teams to achieve creative and technical goals.
- Proficiency in the operation and programming consoles across multiple Audio-Visual disciplines.
- Customer service experience is essential.

Skills:

- Understanding of design principles, including lighting, sound, vision (projection and screen), and staging.
- Technical skills in equipment setup and operation across multiple Audio-Visual disciplines.
- Proficiency in programming and operating consoles and cue management software (specifically ETC Coloursource, Allen and Heath Avantis, Panasonic UHS500EJ Multi format switcher and QLAB), control systems, and design software.
- Knowledge of theatre equipment types and their applications.
- Understanding of control protocols and signals, such as DMX, sACN, EOS-NET, Art-Net, OSC, Madi, Dante, Midi, LTC, IP Networking, AES, SDI, unbalanced and balanced audio, HDBaseT.
- Attention to detail and ability to work with precision in a fast-paced environment.
- Effective communication and interpersonal skills, fostering positive relationships with colleagues, hirers, and stakeholders.
- Creative problem-solving abilities, finding solutions to technical and artistic challenges.
- Ability to work collaboratively as part of a team while also taking initiative and working independently.
- Flexibility and adaptability to accommodate changing production requirements.
- Commitment to maintaining high standards of safety and adhering to industry regulations.
- Excellent communication and interpersonal skills to provide high quality customer service including excellent language skills.
- Sound problem-solving skills and ability to prioritise visitor needs and tasks.
- Strong organisational skills and the ability to prioritise own workload.
- Computer skills including experience with a range of office applications and an ability to use Intranet / Internet.
- Awareness of principles and practices of anti-discrimination, Equal Employment Opportunity and Work Health & Safety.