NIDA
National Institute
of Dramatic Art

POSITION DESCRIPTION

Position Title:	Audio Visual Manager
Remuneration:	$95,000 gross per annum (based on a 5-day working week) + 12% Superannuation
Award Level:	9
Employment Type:	Full-Time
Term of contract:	Ongoing
Award:	Live Performance Award 2020
Business Unit:	Technical Operations

OBJECTIVE

This position supports the effective operation of NIDA's integrated audio visual systems to meet the needs of its teaching environment and its commercial venue activities. The role requires a highly organised and self-motivated manager with strong knowledge of contemporary audio visual equipment, classroom and lecture technologies, video conferencing, digital signage, live stream broadcasts and associated software. The position contributes directly to the teaching and learning experience at NIDA and may require work outside standard business hours.

KEY ACCOUNTABILITIES

- Ensure the safe and efficient operation, maintenance and support of all audio visual systems and equipment across NIDA.
- Coordinate the scheduling and delivery of lecture capture, live streams and blended learning sessions.
- Manage audio visual assets, including cataloguing, maintenance cycles and documentation within NIDA's asset management system.
- Provide administration and technical support for video conferencing, digital signage and classroom technologies.
- Support academic staff, students and internal teams in the use of audio visual technologies for classes, meetings, presentations and events; act as the escalation point for complex classroom technology issues.
- Guide and oversee student recording of performances for archival purposes.
- Operate within best practice frameworks for information technology security, reliability and service improvement, contributing to defined service levels and procedures.
- Act as network administrator for critical systems including building management, collaboration platforms and audio visual networks, with responsibility for configuration, monitoring, performance and security.
- Work with stakeholders to implement improvements to audio visual integration and learning space technology, and to support production needs where required.
- Assist contractors delivering preventative maintenance and verify contracted service levels.
- Develop and maintain standard operating procedures and documentation for teaching and performance spaces with a strong understanding of cyber security and it's importance to NIDA.
- Supervise the Audio Visual Store Coordinator and casual Audio Visual staff, ensuring effective rostering, training and quality standards.
- Undertake other duties as required in support of NIDA operations

- Adhere to all WHS requirements of the organisation and relevant associated legislation.

HOURS OF WORK

Standard Hours:
NIDA operates from 8am to 6pm Monday to Friday, although work may be rostered outside these hours as required.

Flexibility:
Additional hours, including weekends, may be required during peak periods and major institutional activities such as graduation ceremonies, Open Day, showcase events, production seasons, and the Festival of Emerging Artists.

Time in Lieu:
Overtime is generally compensated through time in lieu unless operational needs prevent this.

KEY PROFESSIONAL RELATIONSHIPS

Reports to: Head of Operations
Supervises: Audio Visual Store Coordinator; casual Audio Visual staff
Internal: NIDA Theatres, Technical Operations, ICT and eLearning teams, academic staff, students, production staff and other NIDA personnel
External: Contractors, suppliers and clients

SELECTION CRITERIA

Essential:
- Experience managing audio visual systems within an education environment, including delivery across multiple teaching spaces.
- High-level proficiency with audio visual technologies and software relevant to lecture capture, collaboration platforms, control and signal transport.
- Strong customer service, communication and interpersonal skills, with demonstrated ability to support staff and students and to train casual staff.
- Advanced analytical and problem-solving skills with demonstrable Tier 1 and Tier 2 troubleshooting in complex classroom and AV environments.
- Advanced networking and systems capability in the audio visual domain, including IP video, VLANs, endpoint configuration, firmware management, monitoring and security across enterprise environments.
- Working knowledge of live stream broadcast workflows, content delivery networks and encoder configuration.
- Familiarity with video wall systems and enterprise digital signage.
- Ability to work independently, exercise initiative and complete tasks to a high standard.
- Capacity to engage with organisational change and contribute to continuous improvement of services, standards and procedures.
- Effective time management in both team-based and independent contexts.
  - Experience with and/or willingness to engage with practices that support an inclusive environment for marginalised people.

Desirable:

- Experience with live video switching and matrix routing, and input configuration for computers and cameras.
- Understanding of scaling, scan conversion and signal management.
- Knowledge of AV over IP, digital signage and IPTV systems used across large campuses.
- Familiarity with fibre optic distribution and SDI or fibre interfaces.
- Experience in a not-for-profit, government or educational organisation.
- Interest in the performing arts.

CONTINUOUS REVIEW

This Position Description may be reviewed and updated on a regular basis to reflect changes in the requirements of the position.

We are committed to creating an inclusive and supportive environment. If you require any reasonable adjustments during the application or interview process, please don't hesitate to email us at: **peopleandculture@nida.edu.au**