

<b>Position Title</b>	Technology Support Officer
<b>Group/Portfolio</b>	Arts, Education and Law / Queensland Conservatorium
<b>Classification</b>	HEW Level 5
<b>Position Number</b>	00052047
<b>Reports To</b>	Senior Technology Specialist

## Position Purpose

The Technology Support Officer is a proactive client facing support role delivering specialised technical, AV, and IT support essential to the day-to-day operation of QCGU recording, teaching, and computer laboratory resources. The role provides working knowledge and support experience of specialist audio and video production software, hardware, and computing infrastructure, in a complex teaching environment with related procedures and policies.

Under the broad direction of the Senior Technology Specialist, the position works predominately supporting technology underpinning learning and teaching as well as other QCGU activities or work as required.

## Eligibility Requirements

The occupant of this position will hold a relevant bachelor's degree or other equivalent tertiary qualification; and/or demonstrated operational experience with current audio and media production technologies, computer and software systems, and other music performance, recording, and production environments.

## Key Responsibilities

- Provide timely, specialist support to staff and students relating to the operation of recording studio environments and infrastructure, audio software / hardware integrations, AV presentation systems and attend to AV / IT support requests including operation, recording and fault resolution for presentations, performances, and events.
- Maintain and manage the operational status of recording facilities, equipment and instruments via scheduled maintenance and equipment checks to identify and resolve faults, theft or any workplace health and safety issues.
- Manage resource availability via resource booking systems and equipment loans.
- Administer backend infrastructure and VM environments with specific focus on management of media production environments and audio over ethernet infrastructure.
- Preparation, installation and maintenance of complex computing and software configurations including deployment of Apple macOS / Microsoft Windows operating systems, media production applications, and MIDI peripheral integration for use in recording studio, teaching laboratories, performance, and lecture spaces.

- Contribute specialist technical knowledge to facilitate the ongoing development, improvement, and maintenance of systems, procedures, and documentation, and evaluate new technologies and provide recommendations on equipment purchases for studios, computer lab, and teaching spaces to ensure effective and efficient delivery of teaching and student experience.
- Ensure compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act, and communicate at all times to reflect fairness, ethics, and professionalism.

### Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).