



POSITION DESCRIPTION

Position Title:	Technical Support Officer
Position Number:	10047
Directorate:	Community Services
Reports to:	Technical Services Supervisor
Department:	Community Programs
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 3

1. POSITION OVERVIEW

The Technical Support Officer is responsible for providing technical support with all technical requirements related to the delivery of events, performances and cinema at the Red Earth Arts Precinct.

1.1. Position Objectives

- To provide technical support for events held at REAP.
- At the discretion of the Technical Supervisor, undertake other responsibilities that support the operations of REAP events.

2. DUTIES & RESPONSIBILITIES

2.1. Technical Support

- Support the Technical Services Supervisor in the technical requirements of the venue.
- Under regular supervision, operate technical equipment for small to medium sized events.
- Support the delivery and ingestion of Cinema DCP's and KDM's as well as manage and create playlist for REAP's cinema program.
- Assist with bump in's and bump outs of all events.
- Contribute to a positive professional culture within the Operations team of the REAP.
- To ensure that all REAP policies and procedures, including Emergency Evacuation, and WHS are adhered to.
- To be familiar with REAP services.
- Under the direction of the Technical Services Supervisor, ensure that venue equipment is set-up, used and packed-down as per REAP safe working policies and procedures.
- Ensure that the Back of House and On Stage areas of the venue are clean and tidy at all times.

2.2. Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.

- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE

3.1. Authority & Accountability

- Ability to identify and be responsible for meeting customers' needs.
- Ability to take initiative in assisting hirers whilst gaining their cooperation in working in a safe manner.
- Ability to work under regular supervision on smaller scale events and regular event hires.
- Works in accordance with approved Council's policies, procedures and guidelines.
- Ability to direct casual employees to carry out basic tasks.

3.2. Judgement & Problem Solving

- Ability to exercise limited judgement to problem solve by using guidance found in established processes, procedures, precedents, and guidelines.
- Ability to employ basic troubleshooting techniques in regard to technical issues.
- Ability to identify priorities when working with time constraints.
- Ability to respond appropriately showing initiative or seeking further instruction where required.

3.3. Specialist Knowledge & Skills

- Working knowledge of rigging, operation and maintenance of stage lighting.
- Working knowledge of set-up, operation and maintenance of audio equipment.
- Working knowledge or understanding of rigging and set-up of stage scenery.
- Working knowledge or understanding of a single purchase, counterweight flying system.
- Working knowledge or understanding of AV equipment for theatrical purposes, conferences and seminars.
- Working knowledge or understating of digital cinema equipment and operation.

3.4. Interpersonal Skills

- Developing numeracy, written and verbal communication skills relevant to the work area, with the ability to communicate effectively with and respond to a diverse range of stakeholders both internal and external to REAP; ensuring a positive customer experience.
- Ability to work effectively as part of the REAP operations team.

- Ability to manage time effectively to ensure duties are carried out to the required standard.

3.5. Qualifications & Experience

- Demonstrated ability to provide friendly, focussed and flexible customer service
- Demonstrated experience in a live theatre venue and/or in at least one of the following areas of:
 - Lighting (concert, theatre, dance and musicals)
 - Sound (concert, theatre, and musicals)
 - Staging and flying
 - Audio visual
 - Event set-up
 - Equipment maintenance
- Ability to work within a team environment
- Ability to provide consistent technical assistance to a diverse range of hirers (amateur to professional)
- Availability to work rostered shifts that can occur Monday – Sunday between 7am and midnight
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)