



Job Description

Position title:	Resident AV Technician (NSW)
Location:	Queens Square / Lionel Bowen Building / Terrace Tower Group Building
Reporting to:	IT/AV Service Delivery Manager
Direct Reports:	N/A
Department:	Information Technology

Our Organisation



Innovation is at the heart of what we do

VIQ Solutions combines artificial intelligence (AI)-driven voice and video capture technology and services to securely manage digital content in the most rigid security environments including legal, criminal justice, insurance, government, corporate finance, and media.

The VIQ team offers clients a unique, powerful and flexible combination of technologies, industry experience, and expertise to meet client challenges, accurately, rapidly, securely, and economically.

Your Role

The primary role of the resident AV Technician is to provide support and maintenance to installed recording and Audio-Visual technology for VIQ and customers.

Key Responsibilities

- Support and maintain VIQ recording technologies
- Provide customer AV and Video Conference (VC) support and maintenance for installed and portable systems
- Realtime transcript system maintenance and support
- Maintenance of asset register for all AV related equipment owned in various client installations and management of portable recording equipment
- Ability to document processes for installing and maintaining audio equipment
- Troubleshooting problems and repair of equipment such as digital audio recorders, audio systems, microphones, audio mixers, DSP processors, associated cabling and other multimedia equipment
- Other duties as required by the manager of the role
- Special projects, as required

Qualifications and Experience

Essential

- Excellent knowledge of computer recording and audio formats
- Understanding of digital and analogue audio mixers including signal processing
- Working knowledge in Microsoft products include Windows and Office suite
- Basic understanding of IT networking
- Capacity to learn various software programs competently and efficiently
- Capacity to maintain an acceptable level of security clearance to meet client and role requirements
- Capacity to maintain a status of “fully vaccinated” (unvaccinated employee must provide a medical exemption and adhere to additional infection and prevention control measures for COVID-19, as per company and client policy)
- Valid Australian working rights

Highly Desirable

- Understanding of acoustics and related best practices
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HR048 Resident AV Technician PD

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- Live sound experience
- Basic / Intermediate understanding of DSP mixers including Biamp Tesira
- Basic / Intermediate understanding of Microsoft and Cisco Video Conferencing solutions
- Basic / Intermediate understanding of Crestron control systems

About you

- Ability to use initiative, think laterally and strategically
- Customer-focused
- Excellent communication and relationship building skills
- Well-developed interpersonal and problem-solving skills
- Attention to Detail
- Effective Communication
- Time management focused
- Flexibility
- Self-awareness
- Team player

Your working conditions

- You may be required to do some lifting of supplies and materials from time to time.
- You will be in a customer premise working autonomously
- You will be working at a client site, and you will be required to adhere to all client orientation, policies, and procedures.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- IT team
- Business Unit Leaders/Managers
- Court monitors

External:

- Government departments and jurisdictions
- Private clients
- Members of the judiciary and their support personnel
- Members of the legal profession
- Vendors
- Commercial organisations working in partnership with VIQ Solutions

Quality

Employees must comply with VIQ Solutions Quality systems, ISO9001 and other relevant state and commonwealth legislative standards.

Workplace Health and Safety

Employees are responsible for taking reasonable care for the health and safety of themselves and others by ensuring all health and safety equipment is used correctly including PPE; reporting any injuries, unsafe conditions, equipment, or practices to management, as soon as practicable; and co-operating with management to ensure all health and safety obligations are complied with.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.