

# Position Description

Position title:	Technician	Team:	Sound and Vision
Division:	Tātaki Auckland Unlimited	Reports to:	Manager Technical Sound and Vision
Department:	Technical Productions	Direct reports:	Nil
Unit:	Auckland Live and Auckland Conventions, Venues & Events	Indirect reports:	Nil



Our commitment to te ao Māori

## Our Commitment to te ao Māori

We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga (guardianship) and are responsive to the needs of Māori. We will support and promote the development of staff understanding and capability in te reo Māori, tikanga Māori (customs), te ao Māori and te Tiriti o Waitangi so everyone can contribute the delivery of Māori outcomes for and with Māori.



Role Purpose

## Key Purpose of Role

Under the direction of the Manager, assist in the technical delivery of Sound and Vision services to all events undertaken by the Technical Productions Department.



Key responsibilities

## Key Responsibilities

### Event Planning

- Work with Production Managers, Technical Department Managers and Senior Technicians to ensure all prior planning is understood
- Take a proactive role to ensure a thorough understanding of event requirements in a timely fashion
- Contribute to the relevant department planning of resources and personnel requirements as required

### Event Delivery

- Ensure the venue is presented to the highest possible level
- Be part of the on-the-day event delivery team
- Work with clients, DOMs, Venue Technicians, and other technical staff to ensure clients' expectations are met or exceeded
- Be part of the on-the-day work planning process where appropriate
- Ensure the best possible service levels are provided for the client
- Work with clients and other on-the-day technicians to ensure all safe working practices are complied with

### Customer Service

- Provide consistently high levels of customer service to external and internal clients

### Administration

- Ensure all relevant documentation is completed in a timely fashion
- Accurate time keeping

### Maintenance

- Under the direction of the Manager and /or Technical Resources team, assist with maintenance of equipment, building infrastructure and venue presentation
- Ensure all work areas are kept tidy and clean

### Organisational Obligations

- Actioning the organisation's good employer obligations and equal employment bicultural policies and practices
- As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation's function
- Promoting a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures
- Promote activities and initiatives that assist the organisation to achieve its vision and mission
- Promoting one-organisation initiatives and action on these service characteristics
- As an employee of Tātaki Auckland Unlimited you are required to familiarise yourself with and comply with all organisation policies, including but not limited to the Tātaki Auckland Unlimited Code of Conduct

### Outcomes

#### Event Planning

- Event requirements are fully understood prior to their arrival
- Issues are identified early and rectified in consultation with HOD and Senior technician
- Resources are managed in an economical way where cost savings can be measured

#### Event Delivery

- Venues and technical setups are ready on or before client arrival
- Setups are tidy, safe, and meet the client's expectations
- Communication with all delivery areas and the client is clear and meets the client's expectations
- Changes are expected, understood, and implemented as needed, and relevant policies are followed

#### Customer Service

- Technical delivery to events is to the highest possible level
- Customers/clients are always treated with respect
- Customer feedback is of a high level

#### Administration

- Show reports, H&S documentation, timesheets, and any other relevant event information is completed and placed in the correct place as directed




#### Maintenance

- Maintenance work is carried out to a high level. Work areas are always of a high standard of tidiness
- "House" systems are maintained in top working order

#### Organisational Obligations

- Tātaki Auckland Unlimited meets its obligations as an employer
- Tātaki Auckland Unlimited reputation is enhanced within the community
- Health and safety requirements upheld




 <p>Key skills</p>	<p><b>Key Skills</b></p> <ul style="list-style-type: none"> <li>• Proficient in the interpretation of event schedules, floor and hanging plans</li> <li>• Ability to work in a team</li> <li>• Ability to work under varied pressure situations</li> <li>• Ability to meet absolute deadlines</li> <li>• Always presented well</li> <li>• Ability to talk to clients in a professional fashion to ensure the best client outcome</li> <li>• Time management/time keeping skills</li> <li>• Process following and attention to detail</li> <li>• Proofing and ability to foresee issues before they arise</li> </ul>
 <p>Job Requirements</p>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• NCEA or equivalent</li> <li>• Grandaunt of an events training organisation (MAINZ, SAE, Unitec, NZ Arts school etc.)</li> <li>• Drivers Licence</li> <li>• Level 3 or better NZQA unit standards in Entertainment Technology</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience working in existing Tātaki Auckland Unlimited venues including The Civic, Aotea Centre, Auckland Town Hall, Bruce Mason Centre, The Shed and The Cloud</li> <li>• 5 years of event industry knowledge/experience is essential</li> <li>• High degree of Auckland Unlimited venue knowledge preferred</li> <li>• High level of familiarity with Auckland Unlimited processes, documentation, and safety standards preferred</li> </ul>
 <p>Key Relationships</p>	<p><b>Key Relationships</b></p> <ul style="list-style-type: none"> <li>• Tātaki Auckland Unlimited Staff</li> <li>• Clients</li> <li>• Customers / Patrons</li> </ul>

#### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:	Version date:
Richard Freeman	June 2022

 <p>Job framework</p>	Job function:	Job family:	Job:	<p><b>DFA</b></p> <p><b>Budgeted:</b> Opex None Capex None</p> <p><b>Unbudgeted:</b> Opex None Capex None</p>