

SYN Media

Position description



POSITION TITLE	Technical Coordinator	TERMS OF EMPLOYMENT	Twelve month fixed term contract, part-time (0.4 EFT)
REPORTS TO	Operations Manager	SALARY	\$40,000 per annum pro rata plus statutory superannuation
WORK LOCATION	16 Cardigan St, Carlton VIC 3053	APPLICATION DETAILS	N/A
CLOSING DATE	11:59pm, Tuesday 31st of July		
NOTE	SYN has an exemption from the Victorian Civil and Administrative Tribunal to allow discrimination on the basis of age (exemption no. A98/2012). SYN has a preference for candidates under 26 years of age. (NB. Candidates over 26 are still encouraged to apply.)		
CHILD SAFE STATEMENT	SYN is committed to child safety. We have zero tolerance of child abuse. Our robust human resources, recruitment and vetting practices are strictly adhered to during the application and interviewing process. Applicants should be aware that we carry out working with children checks, police checks and reference checks as we see fit to ensure that we are recruiting the right people.		

1. ABOUT SYN

SYN is a media organisation run by a community of young people that provides broadcasting and training opportunities for young Australians. SYN informs, empowers and entertains young people by providing facilities and training that allows them to gain access and practical industry experience in all facets of the media, as detailed in the organisation's 2018-20 Strategic Plan. Outside of its staff, SYN relies on the strength of its volunteer base to maintain its extensive operations. All volunteers are under the age of 26. SYN's current operations include:

SYN Radio: 90.7 (FM) and SYN Nation (digital)

SYN operates a full-time community broadcasting license and can be heard throughout Melbourne, Geelong and in parts of regional Victoria. Both stations stream live from our website. SYN's radio content is as diverse as its volunteers, and is rotated five times a year. SYN's radio audience is approximately 80,000 listeners a week.

Media Learning

SYN Media Learning provides media education experiences for young Australians and those who work with young Australians. Media Learning is SYN's core business, offering media training to young people in Melbourne through hands-on radio and new media workshops. Each year SYN works with more than 100 secondary schools and other groups to offer training through innovative peer-to-peer programs. SYN radio has an extensive schools program with over 20 schools presenting radio programs each term.

SYN Television

SYN is currently responsible for producing three hours of live youth television each week for Channel 31 Melbourne, and many more hours each week of online content and webisodes. Up to 15,600 people watch SYN's flagship TV production, *1700*, on C31.

SYN Online

SYN manages syn.org.au, an interactive online community for people under the age of 26 to exhibit, distribute and share their content. SYN Online features a live radio stream of SYN radio, podcasts, videos and blogs.

2. JOB SPECIFICATION

PRIMARY FOCUS

The Technical Coordinator oversees and develops the hardware and software systems that are on site at SYN's office ("the House of SYN") and radio studios. The position is responsible for maintaining and developing IT and network systems, maintaining servers, archive and back-up systems. The Technical Coordinator provides consultative advice and strategic direction for SYN's IT resources.

KEY RESPONSIBILITIES

- Oversee the administration and maintenance of SYN's IT infrastructure;
- Ensure the smooth running of all ICT systems, including anti-virus software, print services and email provision;
- Undertake troubleshooting, systems backups, archiving, and disaster recovery and provide expert support to staff and volunteers;
- Manage the purchase of hardware and software products and other IT supplies;
- Ensure software licensing laws are adhered to;
- Manage crisis situations, which may involve complex technical hardware or software problems;
- Schedule upgrades and maintain security backups of hardware and software systems;
- Provide support and input into the management of SYN's online spaces and platforms.
- Maintain strong relationships with external technical support providers, especially SYN's broadcast technicians

RESPONSIBILITIES shared with all SYN staff

- Adhere to SYN's values of Access, Independence, Participation, Diversity and Innovation
- Maintain a high standard of work practices and ensure integrity, respect and confidentiality while carrying out core tasks
- Work cooperatively with staff and volunteers to achieve the organisation's objectives

WORK CONDITIONS

Days/hours of work are negotiable. The job may require occasional out of hours work and on-call duties may be involved.

3. KEY SELECTION CRITERIA

Essential

- Strong communication skills (written and verbal)
- Experience in desktop support and networking
- Experience with Windows and Wordpress systems
- A proactive attitude, with an ability and desire to learn
- Strong time management skills
- Excellent problem solving abilities

Desirable

- An active interest in new media technologies and the online environment
- Experience with community organisations or working with volunteers
- A willingness to engage with broadcast technical staff to gain familiarity with SYN's broadcast audio chain

4. APPLICATION PROCESS

Your application **must include:**

- 1) A brief covering letter;
- 2) Statement of your experience against each of the selection criteria (please use the template below and provide clear examples of experience or methods for upskilling in the relevant area)
- 3) CV including two referees with contact details (maximum 3 pages)

Your application must be saved as one file (Word or PDF) with your full name as the file name.

Apply by email: gm@syn.org.au. Applications close at **11:59pm, Tuesday 31st of July.**

For more information on this position, email operations@syn.org.au or call 03 9639 2849.

Key selection criteria	Statement of experience (no more than 300 words per criteria)
Strong communication skills (written and verbal)	
Experience in desktop support and networking	
Experience with Windows and Wordpress systems	
A proactive attitude, with an ability and desire to learn	
Strong time management skills	
Excellent problem solving abilities	
An active interest in new media technologies and the online environment	
Experience with community organisations or working with volunteers	
A willingness to engage with broadcast technical staff to gain familiarity with SYN's broadcast audio chain	