Position Description – *ICT Audio Visual Officer*

Updated 11 November 2026

POSITION DETAILS	
College/Portfolio	**College of Medicine and Public Health**
Organisational Unit	**Discipline of Rural and Remote Health**
Supervisor (Title)	**IDS Service Delivery Manager**
Classification	**Higher Education Officer level 5**
Employment Type	**Fixed Term, Full-time**

POSITION SUMMARY

Under the general supervision, the ICT Audio Visual Officer will work to support and deliver Information Communication Technology (ICT) related services to an allocated portfolio in Rural and Remote Health (RRH). The incumbent will work closely with Flinders Information and Digital Services (IDS) and as a member of the ICT team to support the objectives of Rural and Remote Health (RRH).

The position will be based in Renmark. The incumbent will be required to travel to other RRH campuses.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence;
- demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent;
- contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.

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In addition, it is a requirement of this position that the incumbent maintain a current Working With Children Check which is satisfactory to the University in accordance with the Child Safety (Prohibited Persons) Act 2016 (SA).

Staff working in a health care setting are strongly recommended to be fully vaccinated against COVID-19 in line with the SA Health policy.

KEY POSITION RESPONSIBILITIES

The ICT Audio Visual Officer is accountable for:

1. Providing advice, user support and training to rural and remote staff, students, and external clients on the use of the University's information and digital technology systems as required.
2. Providing technical support for teaching and learning activities, including video conferencing for university courses, as well as assistance with video recording and editing.
3. Setting up, maintaining, and securing audio-visual equipment, end-user devices, and other IT equipment.
4. Providing support and training to staff on Office 365 applications (Outlook, OneDrive, Teams, SharePoint, Excel, Forms).
5. Working closely with Information and Digital Services (IDS) to coordinate the delivery of central AV/ICT services to RRH staff and students.
6. Providing local AV/ICT support to RRH staff and students, including remote sites, and creating user guides to assist with common issues.
7. Providing Level 2 helpdesk support, maintaining asset registers, databases, scripts, and related documentation, including creating and updating wiki articles for user reference.
8. Contributing to ICT and IDS team meetings, strategic planning and the improvement of AV/ICT service delivery across RRH and supporting the development of processes and procedures.
9. Some out of hours work and intrastate travel will be required, a current SA Driver's License is essential.
10. Any other responsibilities in line with the level of the position as assigned by the supervisor and/or the University.

KEY POSITION CAPABILITIES

- A Diploma in Information and Communications Technology or a related field, combined with at least two years relevant work experience; or an equivalent combination of education and/or training, and/or hands-on experience in current ICT practices and technologies.
- Demonstrated routine to general experience and knowledge with the following:
    - Client support role preferably related to AV/ICT helpdesk services.
    - Trouble shooting and maintaining AV/ICT facilities, including video conferencing systems.
    - Windows domain environments and cloud-based solutions and services.
    - Mobile devices, networking, cyber security, Linux and Mac
- Demonstrated effective interpersonal skills, including oral and written communication skills.
- Demonstrated ability to analyse issues, problem-solve effectively, identify priorities and exercise informed judgement whilst working independently and under pressure, often remotely via telephone and remote desktop tools.

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- Demonstrated ability to work both independently and collaboratively within a team environment.
- Demonstrated understanding of applicable Work Health and Safety requirements and ability to lift and move heavy equipment in accordance with WH&S Manual Handling Guidelines.
- Demonstrated commitment to fostering a positive workplace culture and role modelling behaviours that support the University's Reconciliation Action Plan (RAP) and commitment to enhancing educational opportunities for Aboriginal and Torres Strait Islander people.
- ITIL certification or experience in ITIL processes. *(desirable)*.
- Experience in AV technologies, including Microsoft Teams Rooms, AV over IP, AV switching. *(desirable).*

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