Role Description
Senior Sound Technician

Cluster	**Department of Creative Industries, Tourism, Hospitality and Sport**
Division/Branch/Unit	**Sydney Opera House**
Location	**Sydney CBD**
Classification/Grade/Band	**Grade 3 Level 1**
Kind of Employment	**Enterprise Agreement**
ANZSCO Code	**399516**
PCAT Code	**1332292**
Role Number	**Various**
Date of Approval	**October 2026**
Agency Website	**http://www.sydneyoperahouse.com**

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be Everyone's House; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (Creativity, Courage, Inclusivity, Integrity, Collaboration and Care):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

PURPOSE OF THE ROLE

This role works as part of a team to deliver the highest technical services. The role is customer-focused and supports performers to achieve excellence in their field. This role leads small technical teams to deliver outstanding theatre and entertainment production services to clients. It also contributes to the management, development, care and security of the technical equipment at the Opera House and assists in the development of skills and standards within the Production Services portfolio that meet presenter and SOH expectations.

KEY ACCOUNTABILITIES

- Operation and set up of sound equipment in live performance situations including system design and configuration of sound equipment in all theatres and performance spaces for productions and events.
- Supervise and lead small teams in a productive and efficient manner to deliver outstanding production services, communicating effectively, and providing training and mentoring as required.
- Follow and create documentation such as stage plans, input lists or patch sheets, cue lists and other technical documents as required and independently setup sound systems for use across all theatres and performance spaces.
- Identify and problem solve sound technical faults relating to productions, including the use of SOH fault reporting systems.
- Meet SOH expectations by contributing to a customer service culture within Production Services and Production and Events teams.
- Ensure technical requirements for productions are delivered safely; making WHS a high priority for all Production Services employees.
- Properly store, clean and maintain equipment, as well as clean and keep all storage and backstage areas tidy.

KEY CHALLENGES

- Working in a dynamic live theatre environment, balancing challenging variables, such as irregular and long shifts, physical work, live performance deadlines, as well as the sheer complexity of size and restrictions associated with working at SOH.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Department, Deputy Head of Department.	To receive strategic and operational guidance.
Sound AV Supervisors, Operational Supervisors and Production Managers.	To work as directed in a team-based environment and monitor, maintain and review venue and equipment.
Production Services Technical Staff	To work within and maintain an effective team environment and culture. Provide supervision and leadership to small teams as required, communicating technical and interpersonal standards and operational needs, and providing training and mentoring.
External	
Clients	To collaborate and support on all aspects of production requirements.

Reporting Lines

Head of Sound AV (Reporting indirectly)
Deputy Head of Sound AV (Reporting Directly)
Operational Supervisor (Managing shift allocation)
Sound Supervisors (Managing on the floor)

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Minimum five years' experience in professional live sound production, preferably within a performing arts or live entertainment environment, including FOH and monitor mixing across a range of performance genres.
- Demonstrated expertise in sound system setup, operation and pack-down, audio system design and engineering, digital audio transport systems, AoIP protocols, IP/Wi-Fi networks, radio frequency coordination, and industry-standard audio mixing platforms.
- Ability to interpret technical production requirements, develop and utilise event documentation, support touring engineers, and deliver high-quality sound outcomes while maintaining production standards.
- Proven ability to lead small teams, communicate effectively, build positive working relationships, collaborate across multiple disciplines, and apply sound judgement and problem-solving skills in a fast-paced environment.
- Capacity to work rotating shifts, perform physically demanding tasks including working at heights, prioritise competing workloads under pressure, utilise relevant technology, and consistently comply with WHS requirements, policies and safe manual handling practices.

ROLE DIMENSIONS

The Position has the responsibility to follow documentation and direction from a Supervisor or Production Manager to achieve a technically smooth and competent production. The role may plan a task and lead a small team to achieve this. The position has the responsibility to operate equipment to the highest standard to the satisfaction of Head of Department, Supervisors and to the client's needs and expectations.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	**Display Resilience and Courage**	**Adept**
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Foundational**
	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Foundational
	Project Management	**Intermediate**

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans