

Role Description

Theatre & Precinct Duty Technician



Cluster	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
OSCA Code	342313
PCAT Code	1332292
Date of Approval	September 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.

Further detail on strategic direction is set out in the [SOH Strategy-2026-28](#).

PURPOSE OF THE ROLE

This role works as part of a team to provide technical support to the production departments, venue hirers, and wider organisation, as the front line of the Theatre & Precinct department of the Technology portfolio. This position is a multi-skilled theatre technician focussed on supporting the different theatre disciplines including staging, lighting, sound/AV, and recording and broadcast, as well as delivering small-scale events independently. It provides first-level quick-response operational support for theatre systems and infrastructure.

This position is the first responder for all reactive maintenance requests for production related technical assets and will be required to assist with proactive maintenance requirements. It provides exceptional customer service across the business by supporting events, working on projects, managing technical equipment, and assisting with maintenance.

This role upholds relevant technical and WH&S standards and contributes to the development of WH&S awareness. It also contributes to the management, development, and security of technical equipment and assists in the development of skills and standards to meet presenter and SOH expectations.

KEY ACCOUNTABILITIES

- Operate and set up of theatre and broadcast systems in live performance situations, including system design and configuration in all theatres and performance spaces.
- Contribute to the planning, prioritisation, and delivery of technical works and assist with routine preventive maintenance and repairs to equipment as required.
- Provide technical support and advice including emergency repairs to equipment, fault diagnosis, temporary rectification works, and post-incident follow up.

- Complete regular reports and ensure technical data, drawings, and service manuals are up to date; assist in the development of standard operating procedures.
- Carry out installation and modification work in collaboration with the Theatre and Precinct Supervisors.
- Meet SOH expectations by contributing to the customer service culture within the Technology department.
- Ensure technical requirements for productions are delivered safely; making WH&S a high priority.
- Properly store, clean, and maintain equipment, as well as keeping all storage and backstage areas clean and tidy.

KEY CHALLENGES

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

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head Of Infrastructure & Theatre Technology	To work within a department of diverse technical domains to achieve strategic goals.
Theatre & Precinct Duty Lead	To receive strategic and operational guidance, and to work as directed in a team-based environment.
Theatre & Precinct Systems Supervisors	To receive operational guidance, and to work as directed in a team-based environment.
Production Services Technical Staff	To work with production departments to achieve the technical and creative aims of event planners.
External	
Clients	To collaborate on technical implementation of production requirements.

ROLE DIMENSIONS

Decision Making

The role has responsibility to follow documentation and direction from the Theatre & Precinct Duty Lead, Theatre & Precinct Systems Supervisors, Production Managers or Stage Managers to achieve a technically smooth and competent production. The role may plan tasks and lead small teams to achieve these. The position has the responsibility to operate equipment to the highest standard to the satisfaction of the Theatre & Precinct Duty Lead, Theatre & Precinct Systems Supervisors, the Head of Infrastructure & Theatre Technology, and to the client's needs and expectations.

Reporting Line

Theatre & Precinct Duty Lead

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Comprehensive skills and experience (minimum 3 years) in several professional production services disciplines including staging, lighting, sound, AV, communications or broadcast.
- Ability to perform key Theatre & Precinct duties, including incident response, customer service, and being an interdisciplinary technician on duty, to the highest standard.
- Good working knowledge of communications and signal transport systems, including two-way radios; paging and cue light systems; audio and video switchers, routers, and matrices; wired and wireless intercoms; and IP networks.
- Ability to interpret and create relevant event documents and implement technical requirements.
- Ability to lead small teams to execute an effective and efficient outcome.
- Physical fitness, agility and ability to work at heights.
- Ability and commitment to work on a rotating ad hoc shift basis.
- Demonstrated ability to work cooperatively within teams and across disciplines to meet event requirements.
- Good communication skills and well-developed interpersonal skills.
- Commitment to abide by Opera House policies, particularly WHS procedures including manual handling techniques.
- Demonstrated knowledge and application of computer-related technology.

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
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	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.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	- Be flexible, show initiative and respond quickly when situations change - Give frank and honest feedback and advice - Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately - Raise and work through challenging issues and seek alternatives - Respond professionally when under pressure and in challenging situations
Personal Attributes Act with Integrity	Intermediate	- Represent your organisation in an honest, ethical and professional way - Support a culture of integrity and professionalism - Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct - Report misconduct and inappropriate behaviour - Report and manage conflicts of interest and encourage others to do so

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Intermediate	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information
Relationships Commit to Customer Service	Intermediate	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed
Results Demonstrate Accountability	Foundational	• Take responsibility for own your actions • Be aware of delegations and act within your authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of your and others' health and safety • Identify and tell your supervisor about risks • Follow government and organisational record-keeping, data security, ethics and privacy requirements
Business Enablers Technology	Adept	• Identify opportunities to collaborate using a range of technologies • Monitor compliance with policies for cyber security and acceptable technology use • Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate • Monitor compliance with your organisation's records, information and knowledge management requirements • Check that outputs from systems and digital tools support objectives and meet expected standards
Business Enablers Project Management	Intermediate	• Research and analyse data at a basic level to inform and support the achievement of project deliverables

Group and Capability	Level	Behavioural Indicators
		• Contribute to developing project documents and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify when projects differ from their plans and tell your supervisor
