

Position Description

Role Title	Production Technician
Reports to	Ministry Services Manager
Direct Reports	Nil
Department	Operations
Working Location	Mackenzie
Load	<input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time: 3 days/week <input type="checkbox"/> Casual <input checked="" type="checkbox"/> Includes Sundays

Purpose of Role
To provide oversight and maintain production technology (audio, vision, lighting, rigging, staging infrastructure) across all Gateway campuses, and support effective, standardised production training for staff and volunteers to support the strategic vision and growth of the church.

Primary Relationships	
Internal	Ministry Services Manager, Operations Director, Campus Creative & Worship Coordinators, Central Creative team, Facilities team.
External	Production volunteers, contractors, consultants and suppliers.

Primary Responsibilities	Primary Outcomes	Performance Measure
Maintenance and replacement of production equipment and ICT	<ul style="list-style-type: none"> Regular proactive maintenance and scheduled replacement of production equipment. Coordinate contractors and suppliers for scheduled maintenance and repairs of production equipment. Develop and keep up-to-date documentation of production systems. Ensure production computers and hardware are kept up-to-date Assist with maintenance of creative intranet, particularly switches and server within Mackenzie campus. Assist with management of central NAS server for creative and production teams 	<ul style="list-style-type: none"> Development and execution of maintenance and replacement schedules Network uptime NAS server uptime Devices on latest approved software version
Production training for staff and volunteers	<ul style="list-style-type: none"> Collaborate with campus coordinators to ensure the delivery of effective volunteer training for all production equipment, focusing on change management and qualitative improvement. Communication with Worship and Creative Coordinators and key volunteers when production system changes occur Create and lead growth opportunities for production volunteers to grow and develop technical skills 	<ul style="list-style-type: none"> Effective training provided to volunteers in campuses Key relationships with campus coordinators
Assist with development projects	<ul style="list-style-type: none"> Working with integrators and external contractors, assist the Ministry Services Manager to strategically upgrade and 	<ul style="list-style-type: none"> High-quality upgrade projects in campuses

	develop production systems and equipment	
Production technical support	<ul style="list-style-type: none"> • Technical support for campus ministry teams including Sunday emergency support. • Working with central creative team, oversee hire of production equipment for events to achieve the creative vision. <ul style="list-style-type: none"> ○ Specify suitable equipment to fit event budget and requirements. ○ Foster positive working relationship with production hire companies. ○ Assist with developing safe bump in, rehearsal and bump out procedures and schedules. • Provide technical assistance with major events and set changes as needed. 	<ul style="list-style-type: none"> • Support response time and efficiency • Suitable and on-budget production hire for events
Support Ministry Services team	<ul style="list-style-type: none"> • Basic ICT and production systems helpdesk support for staff and key volunteers • Support the team with general technical support tasks as required 	<ul style="list-style-type: none"> • Efficient communication and support
Workplace Health & Safety	<ul style="list-style-type: none"> • Effectiveness/Safety 	<ul style="list-style-type: none"> • No avoidable incidents/accidents

Core Competencies

- Demonstrated understanding of and alignment with Gateway's mission, vision and values including Gateway's vision for excellent Sunday service experiences
- Demonstrated experience and competence in maintaining live production systems
- Demonstrated understanding of technical project design and planning
- Demonstrated ability to be self-motivated, work independently and take initiative in project leadership
- Demonstrated competence in the recruitment, management and organisational skills required to create engaged volunteer teams
- Strong administrative, time management and verbal and written communication skills
- Proven ability to work on multi-disciplinary projects and navigate complex challenges
- Ability to think creatively and problem solve
- Ability to work well under time pressure and maintain coordinated efforts with a large team of staff and volunteers

Key Characteristics

- Personal and growing relationship with Jesus
- Demonstrated Christlike character
- Regularly attends and is part of the life and community of Gateway Baptist Church
- Upholds the mission, vision and values of Gateway Baptist Church
- Able to work autonomously and collaborate with a team
- Able to speak both technically and personally
- Competent problem solver
- Willing to take calculated risks or try unconventional ideas to yield impactful results

As a Gateway staff team, we value growing intentionally, communicating courageously, achieving collaboratively and encouraging extravagantly.