



Position Description

Position Title: Manager, Audio Visual Services	Classification: Bond Level 6
Faculty/School/Office: Information Technology Services	Date Position Classified/Updated: April 2026

Purpose of the Position:

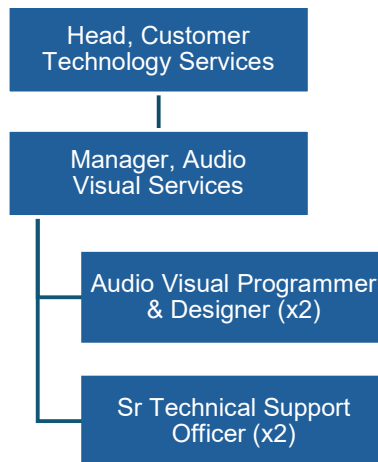
The Manager, Audio Visual Services is responsible for leading the delivery, maintenance, and continuous improvement of audio-visual services across the campus, including teaching spaces, meeting rooms, digital signage, and CCTV systems. The role ensures AV solutions are reliable, scalable, and aligned to the needs of staff, educators, and students, while supporting institutional teaching, learning, and operational outcomes.

This position provides strong people leadership and operational oversight of the AV team, managing resources, capability development, and day-to-day service delivery. It leads stakeholder engagement across the organisation and with third-party vendors, ensuring effective advice, support, implementation, and commissioning of AV solutions. The role oversees AV system lifecycle management, IT service management practices, CCTV support, vendor coordination, and the development of clear operational documentation and knowledge bases.

The Manager, Audio Visual Services also leads strategic direction for AV services, including the development of AV strategy, standards, architecture, and programming methodologies aligned with broader ITS strategies. This includes oversight of audio and system design for new builds and refurbishments, governance of configuration and commissioning, and driving service innovation and continuous improvement to ensure modern, high-quality AV experiences across the campus.

Reporting Relationship:

This position reports to Head, Customer Technology Services and has the following direct reports:



Selection Criteria:

- A minimum of 3 years' experience leading an AV team or similar technical team in complex environments
- Provide AV Services leadership in technical strategy and design with a focus on maintaining organisation standards and quality customer experience outcomes - drive consistency through established standards and repeatable processes.
- Manage sourcing of 3rd party resources for installation, configuration, programming, and maintenance of relevant systems, including contracts, vendor engagement, and ongoing performance oversight. Determine the optimal balance between in-house delivery and outsourced services for efficiency and quality.
- Ensure AV Services alignment with other IT teams, 3rd party resources, , Learning Spaces Working Group, and other relevant departments and faculties.
- Ensure regular engagement with stakeholders to understand their needs and measure service performance and plan for future requirements.
- Ability to identify and adopt contemporary practices and technology, enable rapid proof-of-concept evaluations, and stay informed to maintain a competitive edge.
- Excellent leadership, people management, interpersonal communication and negotiation skills, with the ability to influence and build productive working relationships with a diverse range of internal and external stakeholders based on trust with your team, clients, subcontractors and suppliers.
- Proven initiative, decision making, organisational & problem-solving skills and the ability to manage and prioritise workload across a team.
- Manage the AV Services budget and procurement processes including CAPEX, end-of-life replacements, and AV Services projects. Provide cost estimates for planned or proposed works.
- ITIL and ITSM knowledge and experience including request, incident, problem, change, configuration, and asset management.

Desirable Criteria:

- Previous experience working in a tertiary learning and teaching environments.
- Manage integration of AV technology into lecterns and other room specific fit outs, including prefabricated or custom designed options in consultation with Facilities Management
- Advanced audio routing and signal flow design, digital signal processor (DSP) programming and tuning, and acoustic optimisation and room tuning.

Competency	Responsibility
Technical	<ul style="list-style-type: none"> • Direct the continuous improvement of Audio-Visual services within the University. • Oversee and contribute to field support for all AV systems and components maintenance, incidents, and problem resolutions. • Oversee the coordination of installations, upgrades, and refreshes of AV equipment as required. • Direct the provision and update of documentation for all AV equipped spaces. • Lead the development and continuous improvement of audio-visual strategy, standards, and architectures, including documentation and publication, ensuring alignment with the ITS strategies • Lead and oversee audio and system designs for audio-visual infrastructure, projects, new builds and refurbishments. • Lead and supervise the lifecycle management of all audio-visual equipment, including end-of-life replacement budgeting, stock management, and the coordination of equipment replacement activities. • Lead and oversee audio-visual services team activities related to ITIL management practices including request, incident, problem, change, configuration, and asset management. • Develop, lead and direct audio-visual programming strategy, guide methodology, and supervise configurations.

Facilities Management	<ul style="list-style-type: none"> • Lead and manage the presentation, repairs and ongoing maintenance of AV facilities. • Lead and direct the support of the CCTV system. Steer effective resourcing to meet organisational requirements.
Team Management	<ul style="list-style-type: none"> • Coach, develop and manage the everyday functions and future functions of the AV services team. • Manage and prioritise the workload of the AV services team, including delegation and/or facilitation of tasks as necessary. • Lead third-party Service resources partners and provide supervisory responsibility for third-party resources supporting Audio Visual life cycle activity. • Provide leadership and guidance for effective and timely communication and appropriate escalation of AV service issues to all levels of the university. • Develop, mentor, and manage the AV team and provide effective oversight and resourcing of operational tasks. • Lead and manage team liaison with staff, educators, students, and third parties for advice, education, implementation, and support of audio-visual services. • Supervise coordination of third-party installers. Supervise third-party and audio-visual team commissioning of new installations. Lead and direct vendor and third-party relationships.
Planning	<ul style="list-style-type: none"> • Contribute to the relevant sections of strategic planning and action plans to ensure installation, maintenance and upgrade of AV facilities. • Establish clear actions and timeframes with deadlines and milestones. • Monitor progress against the plan and act accordingly. • Allocate work based on an understanding of own and others' strengths and weaknesses. • Create contingency plans to enable the team to deal with factors that might interfere with the plan. • Identify task pre-requisites and dependencies. • Delegate tasks and responsibilities to appropriate personnel. • Contribution to business. continuity planning and IT risk registers. • Contribute to budget process, monitoring/reviewing progress of AV budget items, and identification of areas that can result in cost savings. • Ensure knowledge or industry and higher education practices and solutions. • Lead and direct the continuous improvement and innovation of audio-visual services.
Teaching Instruction	<ul style="list-style-type: none"> • Provision of advice, education and services to support and improve digital technologies and AV posture across the university. • Perform other duties as required and participate as required in teaching activities. • Coordinate documentation of AV operational knowledge for team, department and organisation.
Quality Assurance and Continuous Improvement	<ul style="list-style-type: none"> • Demonstrate an understanding of, and contributes to, quality assurance and continuous improvement activities relevant to the role. • Perform duties in alignment with the Bond University Strategic Plan, University policies, and established quality assurance and review processes.
Cultural Safety, Inclusion and Respect	<ul style="list-style-type: none"> • Demonstrate respect for diversity and contributes to a culturally safe, inclusive and discrimination free workplace. • Engage respectfully with staff, students and stakeholders from diverse cultural, linguistic and social backgrounds, including Aboriginal and Torres Strait Islander peoples. • Comply with University policies and applicable anti-discrimination and workplace behaviour legislation. • Participate in relevant training or development activities that support cultural safety and inclusive practice.

Work Health and Safety Responsibilities	<ul style="list-style-type: none">• Take reasonable care for own health and safety and that of others, in accordance with the Work Health and Safety Act 2011 (Qld).• Comply with University WHS policies, procedures and instructions, including those relating to psychosocial health and safety.• Promptly report hazards, incidents and risks to their manager or through established reporting mechanisms.• Where the role has supervisory or managerial responsibilities, ensure risks are assessed, appropriate controls are implemented, and workers are consulted in accordance with WHS legislation.• Complete mandatory and assigned WHS training.• Comply with return-to-work program requirements following injury/illness.
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Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.