



ROLE DESCRIPTION - Engineering Support Team

Status	volunteer
Expectations of volunteer hours / term	average of 5 hours per week / 1-2 years
Location	station premises &/or capacity to perform the work at home/office using your own PC, apps and internet facilities
Training provided	JOY induction
Team	Operations
Team leader	Tech Coordinator
Team manager	Operations Manager

JOY 94.9 – Australia's only LGBTI radio station is a high profile community station located in Melbourne and streaming live around the world. JOY is managed by a small team of paid operations staff and powered by over 300 volunteers. We are currently looking for several enthusiastic individuals to join our dedicated team of Technical volunteers. The positions are best suited to technically skilled people who are well organised with good attention to detail, and who are keen to work for a unique organisation within the Australian media landscape.

Team overview

Working as a volunteer member of the Operations Engineering team you will be responsible for monitoring and maintaining the broadcast systems of JOY 94.9. You will manage the installation and configuration of systems, diagnose hardware faults and deliver customer service engineering support, either via the helpdesk ticket system, over the phone or face-to-face. You may also provide a range of support services for the station's broadcast functions, such as maintenance of key equipment, coordinating the setup for outside broadcasts or managing the quality of sound and broadcast transmission. This important work helps to keep us on air 24/7 and enables us to fulfil our purpose of educating, informing and entertaining the diverse LGBTI community and our friends.

All position holders at JOY are required to:

- undertake their roles to minimum performance standards;
- perform their duties in accordance with current organisational policy and procedures and all relevant ACMA and CBAA requirements;
- ensure adherence to the JOY Melbourne Inc. rules of association;
- comply with health and safety guidelines to ensure a healthy, safe and environmentally responsible workplace, and;
- to cooperate and comply with equal opportunity legislation.

All volunteers are required to be a financial member of JOY and maintain membership during the term of their volunteer status. Membership of JOY 94.9 is governed by the JOY constitution, a copy of which is available from the [JOY website](#)

Application process

- Apply by email, specifying what role you are applying for to Operations.Manager@joy.org.au
- Include a cover letter outlining your suitability and interest in the position and attach your resume
- We will contact suitable applicants, successful applicants will need to complete the volunteer application process and documentation.

The roles available as below:

Engineering Support

This engineering support role is shared and may be performed by more than one volunteer:

Key Responsibilities

- Ensure instruments and equipment are operating properly at all times
- Examine fault reports and undertake investigations with operators in order to resolve problems
- Replace faulty parts, wiring and terminals re-solder connections and routine maintenance
- Find and replace faulty assemblies and parts (eg. capacitors, transistors, integrated circuits, printed circuit boards and transformers) using electronic test equipment
- Maintain the operation of equipment such as antennas, remote controls and auxiliary power units
- Assist with the installation & adjustments of new equipment as necessary
- Build and/or install sound systems
- Perform other technical support services, including set-ups for special broadcasts/facilities
- Provide reports to team manager (as requested)
- Sundry technical tasks.

Desired Criteria

- Experience in a range of application software in desktop and multimedia environments as well as hardware & software support
- Mathematical and technical ability - aptitude for diagnosis
- Capacity for accurate, careful work
- Able to work fast and systematically, without supervision
- Good organisational skills, interpersonal and communication skills
- Willingness to show initiative and learn new skills
- Team player
- Good with hands, normal eyesight (may be corrected).

Engineering Support OBs

This engineering support role is shared and may be performed by more than one volunteer:

Key Responsibilities

- (usually at outside locations) Assemble, start-up, test and maintain broadcast and sound equipment
- In consultation with Tech Coordinator, determine appropriate sound equipment requirements
- Set up, test and operate equipment in accordance with the acoustics of the area; and to select, place and adjust microphones
- Operate technical equipment to amplify, enhance, record, mix or reproduce sound in support of radio outdoor broadcasts
- Monitor audio signals to detect quality deviations or malfunctions
- Dub and edit tapes
- Operate controls to maintain correct sound levels
- Liaise with OB Coordinator, MC, presenters and performers during broadcast
- Introduce pre-recorded special effects required by scripts.

Desired Criteria

- Experience with a range of Sound Technician type support functions
- Technical ability
- Aptitude for working with computers
- Capacity for accurate work, able to work fast and systematically, without supervision
- Good organisational skills, good interpersonal and communication skills
- Willingness to show initiative and learn new skills
- Team player
- Sound PC Based skills
- Good with hands, normal eyesight (may be corrected)
- Good ear for detail in all areas of sound.