

Job title	Systems Engineer		
Job family	Technology, Systems & Delivery	Band	C

Job purpose
Contribute to the planning and design of systems. Responsible for the implementation, integration, commissioning, test, and (in some cases) operation of systems against given designs.

Key responsibilities and accountabilities
<ul style="list-style-type: none"> • Key role within engineering team in the planning, design, development, integration, commission and test of systems. • Responsible for delivering technology solutions that meet the agreed specifications for elements of broadcast projects. • Work with project, product and technical leads, contractors and manufacturers to design media systems and create implementable solutions to the technical requirements. • Responsibilities may include elements of system operational development and support. • Identify and implement ways of achieving business needs and functional requirements through technical innovation and development, ensuring desired levels of resilience are achieved. • Preparing project documentation and contributing to project plans. • Working within the project team to write and review test specifications and test plans ensuring that they are clear, concise and cover all agreed functionality. • Take ownership of specific small elements of projects and meet time, cost and quality targets for their delivery. • Testing of new installations, ensuring test logs/registers are kept up to date. • Oversee acceptance testing of new installations, ensuring test logs/registers are kept up to date. • Maintain knowledge of industry and competitor developments in order to learn new technologies and help introduce them where appropriate. • Liaise with the project manager and project support staff to enable them to provide effective and informed written reporting. • Provide communication to stakeholders, conveying technical information clearly to non-technical staff, either verbally or in written form.

Knowledge, skills, training and experience
<p>Essential</p> <ul style="list-style-type: none"> • Experience assisting with the design, delivery or support of technical systems and infrastructure within a media technology environment. • Experience of systems engineering for key operational criteria (monitoring integration, performance testing, security considerations). • Understanding of new and emerging technologies and how these may be applied within media technology projects and products.

- Motivated and organised with the ability to manage multiple active tasks.
- Good communication (spoken, written, listening) and IT skills.
- Able to work in a diverse and varied team, showing evidence of dealing with technical issues.
- Able to deliver to deadlines and demonstrate resilience to ensure the correct technical solution is selected.
- Awareness of translating project, user and product requirements into technical solutions.

Desirable

- Knowledge or experience of working with media/technology tools (hardware and software).
- Knowledge of web architecture and key technologies (Hypertext Transfer Protocol (HTTP), Domain Naming System (DNS), distributed design).
- Awareness of broadcast or datacentre infrastructure installations including power, environmental and space layout considerations.
- Experience working alongside third party service delivery or support in an engineering environment.
- Knowledge of how media technology systems are supported by operational engineering teams and what tools and interfaces they rely on.
- Knowledge of cloud computing disciplines (Networking as a Service, (NaaS), Software as a Service (SaaS), Platform as a Service (PaaS) or Infrastructure as a Service (IaaS)) and Internet Protocol (IP) technologies.

Job impact

Scope

Finance: Authority for spend on small items up to a value of £5k. Awareness of the impact of technical decisions on project and product budgets.

Line management: No line management responsibility. Ad hoc supervision of junior members of the team and third parties/contractors

Ad-hoc teams: As required. Teams may vary from small (2 to 5 people) to large (30+).

Other information

For Reward team use only

Job Code	
Definition:	Content / Content Support / Support

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.

Appendix

There may be sub-sets of the generic job described above which require additional technical skills. This appendix to the generic job description can be developed to cover such situations.

Division	BBC Technology Group
Reports to (title)	Executive Product Manager
Location base	Flexible

Additional job specific responsibilities and accountabilities

BBC Technology is responsible for providing industry-leading End User Compute (EUC) services to BBC News, BBC Radio, BBC Television, BBC Sport, BBC Children’s and all other BBC Divisions, supporting the BBC’s digital transformation and helping to change the BBC into an internet-fit broadcaster. Providing critical services to these world famous industry leaders, we are proud to be an integral part of the most renowned broadcasting and media organisation in the world.

This is a role within the BBC Technology department called End User Compute (EUC), your aim will be to assist, and be instrumental in ensuring we reach our ambitions in Collaboration & SaaS Product delivery. You will be a positive, friendly face to end users and work closely with our suppliers and other EUC product teams.

Key responsibilities and accountabilities

- **Team:** Working alongside other senior team members both locally and remotely you will participate in group objectives, deliverables and meetings. EUC SaaS team run a high cadence of new SaaS products to the business. You will understand and convey their value to our end user, identifying which technology is right for their use case.
- **Product Support:** Own product issues through to resolution, and communicate with the client until fully resolved. Effectively liaise with end users, service providers, suppliers and vendors. Assisting 1st and 2nd line support teams to resolve the issues or escalation to vendor/suppliers where appropriate.
- **Configuration:** SaaS products configuration, change control and documentation.
- **Systems Training:** Learn new technologies and keep abreast of existing technologies. Assisting change and communications team in creating training documentation.
- **Development:** Competence in one or more mainstream development languages is required. Develop effective small applications and integrations that meets given specifications. Create and manage scripts for automation. Write appropriate tests using automated test driven techniques for ensuring code quality.
- **Testing:** To perform user testing of all issues, enhancements, and project functionality.
- **Documentation:** Keeping technical & governance documentation up to date.

Ideal candidate will have these skills:

- A motivated self-starter with the ability to work with minimal supervision, and manage your own workload in a very busy environment. Punctual and available you will represent a single point of assistance and escalation for users.
- Demonstrable knowledge in cloud computing and experience in one or more of the SaaS products below:
 - O365 platform and its products such as Teams, SharePoint, OneDrive, Power Platform etc.

- Dropbox, G-suite, Adobe, Miro, Slack, etc.
- Experience in PowerShell scripting, API services or competence in one or more mainstream development languages.

We don't expect anyone to have experience of all the above skills, the above just gives an example of the kind of technologies we're working with. If you're great, we want you!

Job impact

Decision Making

- Reports to the Senior Product Manager for SaaS products
- Tasks are allocated to the job holder by the Senior Product Manager, Senior Team member or Project lead
- Undertakes tasks independently or with the help of others
- Responsible for the quality of their work
- Participate in product teams and project teams throughout the whole SaaS product lifecycle

Scope

Finance – Awareness of the impact of technical decisions on product budgets.

Line Management – No direct line management.