

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

Job purpose

The role works as part of a shift-working team providing 24 hour operational support, incident management and stakeholder communication for a range of BBC platforms and services.

Key responsibilities and accountabilities

- Use a diverse range of broadcast and production monitoring tools to identify and resolve complex service impacting issues across a range of technologies and platforms.
- Initiate response to service disruption and support proactive measures aimed at preventing recurrence.
- Accurate logging of incidents accurately including technical response and action taken.
- Implementing contingency procedures in response to planned or unexpected events.
- Handover of incident and information across shift changes.
- Keep informed of operational changes ensuring that actions are taken in line with best practice.
- Good communication skills; Able to explain information to technical and non-technical audiences.
- Ensure the Health and Safety at Work Act, Working Time Directive and other workplace legislation is observed; responsible for ensuring risk assessments are completed, appropriate and meet BBC standards; responsible for ensuring appropriate method statements are reviewed and fit for purpose.

Knowledge, skills, training and experience

Essential

- Broad technical knowledge, including understanding of complex systems built from separate components.
- Experience of operating within, or demonstrable knowledge of, multi-platform environments.
- Experience or knowledge of monitoring and interacting with a range of applications and services.
- Experience in supporting a wide range of broadcast and production technologies, systems and equipment.
- Experience of logging and managing incidents in an operational environment.
- Familiarity with using a range of diagnostic and monitoring tools.
- Ability to communicate effectively with external providers and internal partners.
- Troubleshooting and diagnosing defects in complex systems.
- Able to create supporting documentation.
- Able to prioritise according to service impact and work under pressure.
- Awareness of current safety legislation and statutory requirements relating to IT including Electricity at Work
- Ability to share knowledge with team members.
- NVQ Level 5 or above in a relevant technical discipline.

- Knowledge of health and safety standards, approaches and processes and other relevant regulatory requirements.

Desirable

- Problem solving methodologies.
- Knowledge of ITIL support model.
- Experience in media and creative environments.
- Knowledge of best practice in IT security policies, standards and procedures.

Job impact

Decision making

Operations Engineers make decisions managing the response to incidents including prioritisation, escalation, and technical response. These have an impact on live products or services.

Scope

Finance: The job role has no financial responsibility

Line Management: There is no line management responsibility

Ad-hoc teams: May participate in working groups around particular projects, or represent the team as a subject matter expert for a particular service or technology.

Other information

For Reward team use only

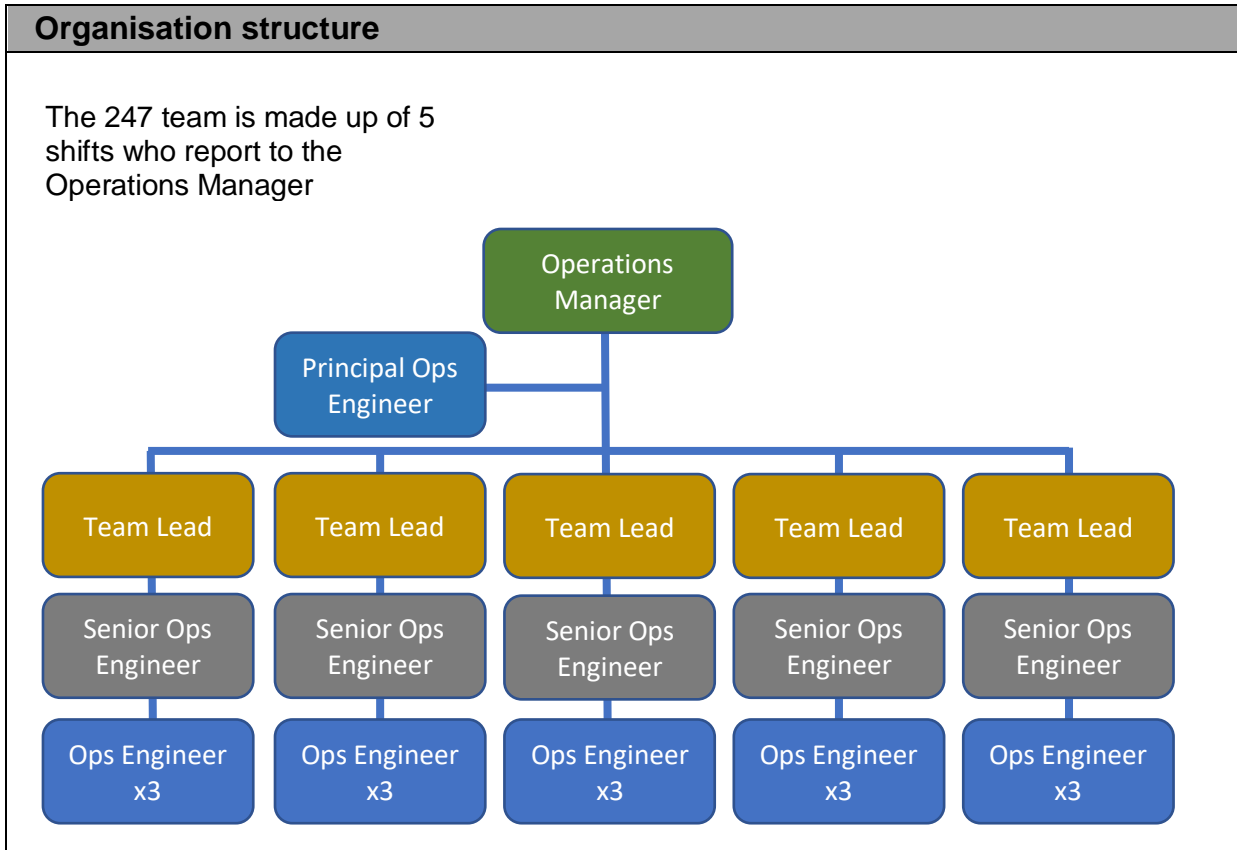
Job Code	
Definition:	Content

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	Design & Engineering, ISOC, OTG
Reports to (title)	Operations Engineer Team Lead
Location base	Quay House, MediaCityUK



- Additional job specific responsibilities and accountabilities**
- To be part of a team working on a 24/7/365 shift pattern to provide Operational support for industry leading applications used to produce BBC Online
 - Capturing improvements made apparent in the course of an incident, and noting them as actions to be carried out in line with Service Management processes
 - Ensure efficient and appropriate communication with a diverse range of key stakeholders throughout the incident lifecycles
 - Collaborate with all necessary ISOC teams including developers and product owners to ensure best operational practice
 - Work on improving documentation and processes – ensuring all learning is shared and contributing to the continuous improvement of the team as a

whole.

- Liaising with product teams prior to the launch of a new product or service – ensuring all requirements for operational support are met
- Working in support of team objectives and SLAs as defined
- Commitment to continuous improvement – not only adherent to best practice but vigilant for improvement opportunities, and creative in suggesting them. Active in progressing them once identified.
- Evolving technical understanding as systems and platforms evolve, and highlighting gaps in understanding to the team leader
- Maintaining awareness of areas of focus and events, and a broad appreciation of how our work affects the wider BBC
- Representing the operations team in regular meetings or ad-hoc working groups, and ensuring the wider team are informed and updated on these as appropriate.