

BBC NEWS - JOB SPECIFICATION

Job Title: Technical Support Specialist (Engineer), Nepal
Base: Kathmandu
Country / region: Nepal
Reports to: Bureau Manager, Nepal
Contract: Continuing

About us

International News is at the heart of the BBC news. BBC News Group employs approximately 800 staff in around 70 international bureaux. It provides multimedia services to a global weekly audience of over 250 million in English and 27 languages around the clock, every day of the year. The bureaux react to breaking news, provide news updates and analysis and produce live programme output. In a highly competitive market, delivering to both UK Licence Fee payers and commercial partners, BBC News services must be reliable and consistent. In 2011, Newsgathering, World Service and Monitoring teams came together into one News Group and by April 2014, all World Service and Monitoring activity transferred to Licence Fee funding.

Context

The International Bureau Management team supports all News Group bureau. The Bureau Engineer reports to the Bureau Manager, Nepal.

Dimensions

Reporting to the Nepal Bureau Manager for the running on the technical operations, you will be responsible for the technical affairs in the Nepal Bureau.

You will provide a professional technical support service and office management to our Nepal operations, spanning a variety of technologies, and within a service management culture.

You are expected to have an excellent command of English, as well as technical knowledge across a variety of disciplines. You will be expected to have a thorough knowledge of broadcast engineering and/or operations as well as an excellent understanding of a client / server enterprise environment. Support knowledge of Windows Desktop & Server systems, OSX is essential and support knowledge of Linux is desirable.

It is essential to have a good understanding of TCP/IP networks. Cisco & Mikrotik knowledge is also desirable. You will also be required to provide first line support, being guided by Engineering Operations in the UK, for the Bureaux IT infrastructure that consists mainly of a secure Windows based client/server topology. This enterprise-wide desktop is governed by the BBC in the UK with its technical partners. The bureau also uses locally, Apple-based products and some Linux-based products.

Main duties

- To ensure that technical incidents are fixed as expeditiously and efficiently as possible. To co-ordinate effectively with local/regional staff, and with Technology teams across BBC to maximize efficiency.
- To provide a first-line engineering support service working with the BBC's support bodies in the UK to the Nepal Bureau. This will consist of a first line analysis of the problem, executing a fix where possible or more likely, taking responsibility for co-ordinating with the UK support bodies, a fix.
- To provide on-site support for services delivered to the BBC Nepal operation by the BBC's technology partners, including AtoS.
- To provide a point of co-ordination, contact and knowledge for local technical providers to the

Nepal Bureau eg. telecommunications and internet suppliers, power and building infrastructure and air conditioning maintenance suppliers.

- To keep a record of faults and their fixes and to work with the BBC's Engineering Operations Support department to monitor trends and ensure service levels are adhered to.
- To provide accurate and up-to-date information on the status of incidents, problems, known errors and workarounds at the request of business and technology representatives, and ensure that the BBC's incident logging software is updated timely and accordingly.
- Provide and share documented solutions and knowledgebase articles to help prevent the recurrence of Incidents and Problems.
- To provide user support and guidance and make training recommendations.
- To work collaboratively with all parts of the business to ensure that the effective communication channels are established and maintained and that knowledge and best practice is shared to optimise the performance of the business.
- The post holder will act as a focal point on a day-to-day basis for all technical issues or enquiries within the Nepal Bureau and the wider region and as a contact point for the UK-based technical and broadcast operations departments.
- The post holder will develop strong and successful relationships within the Bureau, with Engineering Operations Support in London, with departments across BBC News, also with the local third party support providers and suppliers.
- To ensure that any planned interruption to services which may come from locally managed work, faults, or directed from Technical Support in the UK's agreed and co-ordinated with the Nepal Bureau editorial management
- To take individual responsibility for the promotion and implementation of the BBC Values.
- To comply with health and safety procedures to ensure a safe working environment for self and other BBC staff.

Person Specification

KNOWLEDGE AND EXPERIENCE

- Excellent spoken and written English; excellent communications skills and ability to manage remote communication effectively, as well as experience of producing accurate and concise documentation and communications.
- A good working knowledge of the technology in use at the BBC and a commitment to technological excellence in support of the business need, An up-to-date knowledge of all relevant technologies including camera, sound and studio equipment and practices, RF & satellite communications, digital broadcasting production techniques including audio/video capture and distribution over IP Networks
- An appreciation of broadcast industry standards including video and audio editing and encoding
- Excellent organisational skills. Experience of prioritising own workload, the ability to self-manage under pressure to produce accurate work and meet deadlines.
- Ability to present information clearly and concisely so that it easily understood by a variety of audiences.
- Ability to understand and interpret data accurately and effectively.
- Consistently pays attention to detail.

- Ability to comprehend instructions and details but willing to question in order to clarify requirements.
- Confident in own ability and judgment and willing to take the lead and be personally accountable.
- Proven adaptability and flexibility, enthusiastic to new ideas and approaches.
- Strong determination to succeed, whilst maintaining tact and diplomacy, even when faced with challenges and obstacles.
- The ability to get one's message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.
- Demonstrable experience of leading a team, and being personally accountable as well as being part of a management team.
- A lively interest in the broadcast news, online news and wider media environment.

Competencies

The following competencies (behaviours and characteristics) have been identified as key to success in the job. Successful candidates are expected to demonstrate these competencies.

Flexibility: Adapts and works effectively with a variety of situations, individuals or groups. Able to understand and appreciate different and opposing perspectives on an issue, to adapt an approach as the requirements of a situation change, and to change or easily accept changes in one's own organisation or job requirements.

Business Management: Is able to understand commercial imperatives and trading relationships, appropriately applies business principles in terms of costs, the market and added value.

Strategic Thinking: Can identify a vision along with the plan which need to be implemented to meet the end goal. Evaluates situations, decisions, issues, etc in the short, medium and longer-term.

Analytical Skills: Simplifies complex problems, processes or projects. Identifies causal relationships and constructs frameworks for problem-solving and/or development.

Decision Making: Is ready and able to take initiative, originate action and be responsible for the consequences of decisions.

Influencing Others: Presents sound and well-reasoned arguments to convince others. Draws from a range of strategies to persuade people in a way that results in agreement or behaviour change.

Motivation/Drive: Constantly seeks to do things better through setting more challenging goals. Is prepared to question the current way of doing things and take risks in pursuit of excellence.

Flexibility: Adapts to changing circumstances and displays a positive attitude to the process of change.