

<b>Job title</b>	<b>Broadcast Engineer</b>		
<b>Job family</b>	<b>Engineering Operations</b>	<b>Proposed band</b>	<b>C</b>

**Job purpose**

The aim of the role is to work as part of a 24/7/365 frontline engineering support team, responsible for delivering a high quality support service on behalf of the BBC.

Broadcast Engineers ensure that equipment and systems used to create, capture, manipulate and distribute BBC content meet targets for availability, performance and safety. They support and enable multi-media production and broadcast activities to ensure the BBC provides a quality service to its audience. It is essential that role holders understand the needs of the business and the pressures faced by production teams.

Broadcast Engineers are characterised by their ability to develop appropriate solutions to incidents, problems and management of safety, using new or existing technologies, through innovation, creativity and change. They take responsibility for maintaining and managing applications of current and developing technology, and may undertake engineering design and development of systems and services.

**Key responsibilities and accountabilities**

**Service delivery**

- Provides excellent service to users by ensuring that all incidents and service requests are professionally and correctly logged, documented and prioritised; asset records are kept accurate and up-to-date; and progress is effectively and respectfully communicated back to the user.
- Minimises disruption to users’ activities by taking personal responsibility and accountability for work undertaken, resolving incidents and carrying out service requests in a timely manner, as well as ensuring planned work is communicated in advance.
- Ensures that service and knowledge management tools are used effectively, and that agreed service management procedures are followed.
- Works with the Team Leaders to maintain and continually improve the service levels provided by the support team.

**Incident resolution and user requests**

- Logs all incidents accurately and documents all investigative activities.
- Takes ownership of technical incidents, interpreting, diagnosing and resolving them within agreed service level timeframes.
- Liaises with other BBC departments and external organisations through agreed processes and procedures to achieve resolutions and enable requests in a timely manner.
- Complies with, and actions, the BBC major incident, broadcast continuity and emergency procedures as required.

### **Operational and proactive duties**

- Monitors and maintains technical equipment and systems to the required safety and technical standards with minimum disruption to operational activities.
- Maintains the accuracy of data to the agreed standard in key databases owned and managed by Engineering Operations.
- Initiates and complies with Change Control procedures, dealing with people, process and technology change.

### **Technical advice and support**

- Provides technical advice and support to users and colleagues by continually updating his/her understanding of production workflows and the way broadcast equipment and production systems are used within the BBC.
- Uses strong verbal and non-verbal communication skills to articulate accurate information about complex systems to technical and non-technical audiences in the course of addressing an incident, and in related actions afterwards.
- Authors technical reports, knowledge management articles and other documentation.
- Recognises changing priorities in the workplace and responds positively, adapting approach and methodology to tackle them.
- Provides input, advice and feedback on the suitability, sustainability and use of new products and processes.
- Provides technical leadership and actively supports the development of colleagues and the wider technology.
- Keeps knowledge and skills up to date by identifying training and work opportunities that will further self-development.

### **Health & Safety**

- Ensures that all the requirements of current statutory safety regulations are met, in particular regarding Electricity at Work and Health & Safety at Work Acts.
- Complies with BBC's Health & Safety policy and ensures that BBC safety standards and procedures are adhered to.
- Responsible for ensuring that risk assessments are completed which are suitable and sufficient to meet BBC standards.
- Ensures appropriate method statements are created, reviewed and are fit for purpose.

### Knowledge, skills, training and experience

- Experience of working on broadcast systems in a live TV, Radio or multi-media environment.
- Demonstrable, theoretical and practical knowledge of broadcast systems including digital audio/video platforms, applications and techniques including video and television, in use in the broadcast support environment.
- Considerable experience of diagnosing and fixing technically complex problems across a variety of broadcast systems with particular emphasis on large scale IP based video production systems.
- Excellent analytical and fault finding skills, with logical approach to troubleshooting complex systems.
- Ability to diagnose and repair electronic/mechanical equipment faults to component level is preferred.
- Diagnostic competency with file based video editing, media asset management, graphics, TV Studio automation, and Robotic systems is preferable.
- Demonstrable ability to communicate clearly using a range of styles, tools and techniques to explain technical issues to a wide range of people.
- Experience of providing a high quality service in a demanding environment.
- Excellent ability to identify and distill requirements, and recognise whether these can be met effectively from the resources, time, skills and funds available.
- Experience in managing conflicting demands in high pressure situations where priorities are rapidly changing.
- Awareness of all aspects of Health and Safety, particularly electrical safety within broadcast environments.
- Knowledge of best practice frameworks based on ITIL or Service Management principles (including Change, Configuration and Release) and how/why they can be applied.
- A broadcast engineering qualification is preferred e.g. BBC ETSI or a Broadcast Engineering degree.

**Job impact**

The role holder will report to a Team Leader, who in turn reports to the Manager Operations Manager.

Broadcast Engineers make frequent decisions towards managing the response to an incident appropriately. This includes decisions on prioritisation, escalation, and technical response. These decisions have an impact on live products or services, either consumed by the audience or fulfilling an internal BBC function

**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.

<b>Division</b>	<b>Design &amp; Engineering</b>
<b>Reports to (title)</b>	<b>Team Leader</b>
<b>Location base</b>	<b>London</b>

<b>Organisation structure</b>	

<b>Additional job specific responsibilities and accountabilities</b>

<b>Approval</b>	
<b>Manager</b>	
<b>HR Business Partner</b>	
<b>Date</b>	