

Job title	Senior Systems Engineer		
Job family	Technology, Systems & Delivery	Band	D

Job purpose

Responsible for collaborating on, and contributing to, the planning, design, implementation, integration, commissioning, test and (in some cases) operation of systems.

Key responsibilities and accountabilities

- Delivering improvements in the operating environment and ensuring alignment with the overall BBC enterprise architecture strategy.
- Key role within engineering teams in the planning, design, development, integration, commission and test of media systems.
- Contribute towards (in some cases lead on) the provision of technical advice and consultancy across a range of projects and products to shape and deliver technical production solutions.
- Work with project, product and technical leads, contractors and manufacturers to design media systems and create implementable solutions to the business’ technical requirements.
- Integrate media systems with existing and new monitoring, and support tools.
- Where required, responsibilities may include elements of system operational development and support.
- Write, review and take responsibility for technical documentation as part of project and product delivery.
- Contribute to test and resolution of issues throughout the project or the product life cycle – including writing and running detailed test scripts and procedures.
- Operates processes that support the timely delivery of their maintenance, roadmaps and/or project plans.
- Oversee acceptance testing of new installations, ensuring test logs/registers are kept up to date.
- Work with system vendors and suppliers to ensure successful delivery of solutions.
- Maintain knowledge of industry and competitor developments.
- Learn new technologies and keep abreast of existing technologies and drive the introduction them where appropriate.
- Provide guidance to team members.
- Liaise with the project manager and project support staff to enable them to provide effective and informed reporting.
- Provide effective communication to stakeholders, conveying technical information to non-technical staff, either verbally or in written form.

Knowledge, skills, training and experience

Essential

- Experience assisting with the design, delivery or support of technical systems and infrastructure within a media technology environment.
- Experience assisting with systems test and handover procedures.
- Knowledge of systems engineering for key operational criteria (monitoring integration, performance testing, security considerations).
- Experience of applying new and emerging technologies 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 dispersed and varied team, showing evidence of dealing with complex technical issues.
- Able to deliver to deadlines and demonstrate resilience to ensure the correct technical solution is selected.
- Experience translating project, user and product requirements into technical solutions.

Desirable

- Ability to write and communicate complex technology solutions in a clear and coherent way.
- Experience of operational workflows as they pertain to complex media technology systems.
- Knowledge or experience of working with media/technology tools (hardware and software).
- Some knowledge of web architecture and key technologies (Hypertext Transfer Protocol, (HTTP), Domain Naming system (DNS), distributed design).
- Knowledge of broadcast or datacentre infrastructure installations including power, environmental and space layout considerations.
- Knowledge and experience of procurement processes.
- Experience working alongside third party service delivery or support in an engineering environment.
- Experience of mentoring and supporting less experienced members of the team.
- Knowledge of how media technology systems are supported by operational engineering teams and the 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:

Responsible for the design and/or delivery of technical systems and services up to the value £250k. The post holder is responsible for maintaining project expenditure to budget and forecast including monthly forecasting, actuals and general performance reporting.

Line management:

No line management responsibility. Regular supervision of junior members of the team and third parties/contractors.

Ad-hoc teams:

May lead ad hoc teams.

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	
Reports to (title)	
Location base	

Organisation structure	
<p>The purpose of this role is to ensure that the overall performance of SAP Finance applications meets business requirements.</p> <p>The role will provide detailed system expertise, technical support and knowledge to both service delivery and business change functions ensuring dependencies and relationships between all associated systems are understood, maintained and can be communicated effectively to relevant stakeholders.</p> <p>This is a business support role. Its scope is:</p> <p>Systems complexity: The systems landscape will contain applications typically involving multiple business and technical dependencies, business critical systems and processes and commercially sensitive environments</p> <p>Stakeholder management: First point of contact for a variety of stakeholders.</p> <p>3rd Party Relationships: Supporting 3rd party partners and suppliers supporting delivering application services and projects typically to the value of 100K.</p>	

Information & Security management: Ensure that all the requirements of statutory and BBC safety regulations are fully met including adherence to the BBC's policies.

Recruitment: Support recruitment process for the team by taking part in selection boards and making selection decisions for engagement of new colleagues including specialist contractors.

Project Support – Provide SME input into projects relating to Finance systems and support implementations and transitions into BAU

Key Accountabilities:

Systems Management - Be the systems specialist for Finance modules of SAP ECC and other Finance related Systems. Lead on requirements gathering with the business process owners and stakeholders, analyse and present solution options that align with BBC Engineering strategies.

Work with the Systems Owner to ensure system performance (KPI's) are continuously improved, inputting into the systems roadmap, identifying risks and providing risk mitigations.

System Architecture: Responsible for ensuring systems design and architecture is fit for purpose, including disaster recovery architecture.

Project Engagement - Responsible for providing technical consultancy to project delivery and development teams, procurement, service design and change management teams

Responsible for providing technical expertise to project teams throughout the lifecycle of a project Working with project & service delivery teams responsible for the commissioning and acceptance ensuring new installations/services are fit for purpose, supportable, and are built against agreed specification and installation standards

Change, Configuration and release management - Responsible for minor/major software and hardware upgrades, ensuring that change management procedures are followed working alongside the teams responsible for UAT, testing and deployment of upgrades into the production environment.

Incident Management - Responsible for the resolution of escalated incidents from frontline support teams and assisting with the command & control for major incident and service outages.

Problem Management - Responsible for Problem Management for systems assigned, ensuring that known issues and workarounds are documented and input into a Known Error Database.

Non Functional Requirements - Responsible for ensuring systems align with BBC's non-functional requirements including accessibility, performance, disaster recovery and security.

Ensure all work is conducted in accordance with current safety legislation and BBC safety policies, security policies and statutory requirements relevant to the task.

Knowledge Management - Responsible for the production of technical documentation, ensuring quality and accuracy

Responsible for assessing and inputting into the design and delivery of training for systems under ownership ensuring support teams can be appropriately trained

3rd Party Suppliers - Responsible for building effective relationships with system vendors to ensure that reported incidents and problems are resolved within agreed resolution times set in service contracts

Additional job specific responsibilities and accountabilities

Qualifications, Knowledge, Skills & Competencies:

Essential

- Detailed Knowledge of SAP Financials including:
 - FI – General Ledger (New GL)
 - FI – Asset Accounting/Lease Accounting (CLM)
 - FI – Taxes
 - FI – Accounts Payable
 - FI – Accounts Receivable
 - FI – Cash & Banking (including Treasury)
 - CO – Project Systems including WIP
 - CO – Profit Centre Accounting
 - CO – Cost Centre Accounting
- Detailed Integration Knowledge with SAP MM/SD/BW/HR
- Financial background – Accountancy or demonstrable finance related experience
- Experience in managing a complex technical systems/environment
- Experienced in managing conflicting demands in situations of pressure where priorities are rapidly changing
- Experience of having to communicate clearly with a range of people at different levels of the organisation and explain and discuss technical issues using a range of styles, tools and techniques
- Authoritative knowledge of security policies and statutory requirements relevant to the role
- Experience in working with 3rd party suppliers
- Experience of providing a high quality service in a demanding customer service environment

Desirable

- Experience of working with BW, BO Dashboards, BODS or BPC

- Experience of working with SRM or Opentext VIM
 - Qualified Accountant (CIMA or ACCA)
 - Knowledge of ITIL standards and the principles of service support and delivery
 - Knowledge of change and configuration management procedures.
 - Experience of designing and delivering training.
 - Understanding of a complex global SAP landscape – including interfaces i.e. payroll, expenses, banking etc
 - Experience of implementing SAP Finance end to end solutions
 - Knowledge and experience of Finance/SAP best practices
 - Knowledge of SAP security and authorisations.
 - Solution orientated and problem solving.
- Essential Experience:**
- Experience of relationship management
 - Experience of technology projects including business change deliverables
 - Substantial experience gained in a technology environment
 - Worked on the full project lifecycle
 - Experience in the media sector or broadcast environment

Approval	
Manager	Name and job title
HR Business Partner	Name
Date	