

<b>Job title</b>	<b>Operations Engineer</b>		
<b>Job family</b>	<b>Technology, Systems &amp; Delivery</b>	<b>Band</b>	<b>C</b>

**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.

<b>Division</b>	<b>Design &amp; Engineering, ISOC, OTG</b>
<b>Reports to (title)</b>	<b>Team Lead, Operations Engineering</b>
<b>Location base</b>	<b>Quay House, MediaCityUK, Salford</b>

**Organisation structure**

The 247 team is made up of 5 shifts who report to the Operations Manager

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graph TD
    OM[Operations Manager]
    OETL1[Operations Engineer Team Lead]
    OETL2[Operations Engineer Team Lead]
    OETL3[Operations Engineer Team Lead]
    OETL4[Operations Engineer Team Lead]
    OETL5[Operations Engineer Team Lead]
    SOE1[Snr Ops Engineer]
    SOE2[Snr Ops Engineer]
    SOE3[Snr Ops Engineer]
    SOE4[Snr Ops Engineer]
    SOE5[Snr Ops Engineer]
    OE1_3[Ops Engineer x3]
    OE2_3[Ops Engineer x3]
    OE3_3[Ops Engineer x3]
    OE4_3[Ops Engineer x3]
    OE5_3[Ops Engineer x3]

    OM --- OETL1
    OM --- OETL2
    OM --- OETL3
    OM --- OETL4
    OM --- OETL5
    OETL1 --- SOE1
    OETL1 --- SOE2
    OETL1 --- SOE3
    OETL2 --- SOE4
    OETL2 --- SOE5
    OETL3 --- OE1_3
    OETL3 --- OE2_3
    OETL3 --- OE3_3
    OETL4 --- OE4_3
    OETL4 --- OE5_3
    OETL5 --- OE6_3
    OETL5 --- OE7_3
    OETL5 --- OE8_3
    
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The role holder will work with a large number of internal and external teams and individuals in the course of operating the BBC’s services, products, and platforms. Most of these will have different perspectives on those services, including end users, management, and support. Principle relationships and interactions include:

- Senior Operations Engineer (SOE) - work alongside, ensuring that they work in line with the SOE’s guidance and escalate as appropriate.
- Operations Engineer Team Lead - work alongside. Relationship centres mainly on day-to-day operational work but also pastoral work where it is required – one-to- ones and development in role
- Service Managers – work with Service Managers (SM) by way of escalation, or as the intermediary between operational and product teams.
- Systems Engineers – interact frequently with Systems Engineers in the course of fixing issues, and also in a knowledge sharing capacity
- Third Party - Chiefly operational teams at business partners in both a break/fix capacity and also in regular relationship management meetings

<b>Additional job specific responsibilities and accountabilities</b>
<ul style="list-style-type: none"> <li>• 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</li> </ul>

- 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 in the scorecard
  - 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.
  - Experience in supporting a wide range of broadcast and production technologies, systems and equipment including: mixers, linear and non-linear edit systems, camera systems, audio and video recorders, studios, analogue and digital distribution and IP content networks, routers, communications systems, video and audio servers, automated scheduling, etc.
  - Operational command line experience of Linux/Unix
  - Operational experience across Cloud platforms, particularly AWS
  - PHP, Perl, Apache, MySQL, Oracle, HTML, Nagios, Zenoss, Remedy, Jira, Splunk / Sumologic. Python, Networking principles , DNS Programming/scripting skills
  - ITIL practice and processes

<b>Approval</b>	
<b>Manager</b>	Dave Brown
<b>HR Business Partner</b>	<b>Sinead O’Sullivan</b>