

Job title	Operations Technician		
Job family	Operations Engineer	Proposed band	B

Job purpose

The aim of the role is to work as part of a team on a regular pattern to ensure the smooth running of operational workflows required by live services, and to ensure that the capability to deliver those services is maintained. An Operations Technician (OT) will undertake defined support processes within a workflow, and will either resolve issues encountered using skills and experience, or escalate as per defined procedures.

Key responsibilities and accountabilities

1. Understanding of at least one end-to-end operational workflows, its purpose and requirements
2. Technical user or authority on at least one workflow
3. Vigilance in operation of the workflow, and adherence to best practice
4. Observance of support structures; escalating in cases where a fix is required but cannot be performed by the OT
5. Focus on quality, and ensuring that best standards are maintained in order to ensure the smooth running of the workflow
6. An ability to respond quickly and act in kind when called upon
7. Spot trends, quirks, or other noteworthy aspects of a system or workflow, and highlight the need for attention
8. Appreciation of the stakeholders of a given workflow, both in terms of internal users and interested parties, and audience reliance on the system
9. Prioritise actions in line with that understanding, and guidance from senior colleagues
10. Logging activities where its required, and doing so to a high degree of accuracy and with appropriate levels of detail
11. Able to work in line with guidance from senior team members, both in a general sense and adjusting approaches according to the requirements of the day
12. Appreciative of particular events or areas which occupy our focus as a broadcaster and how this affects a given workflow, and our treatment of it

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13. Ensure that the provisions of the Health and Safety at Work Act, Working Time Directive and other workplace related legislation are observed ; responsible for ensuring that 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**Desired Knowledge & Experience**

1. Good understanding of end-to-end operational workflows; their purpose and typical requirements
2. Appreciation of the requirements of a workflow from a technical perspective – how components are inter-reliant and impact the workflow if they experience issues
3. Experience of overcoming challenges in operational processes, and typical actions to fix
4. Able to spot indicators which suggest an issue within a workflow, whether through proactive monitoring or responding to an unexpected variation
5. Appreciation of support structures, and the principles of escalation in cases where a fix is required but cannot be performed
6. A high degree of computer literacy
7. Experience in an operational, support or customer-facing role, preferably in supporting live services
8. Highly effective administrative skills with a flexible approach to a wide range of duties.
9. Experience of working under pressure and delivering to tight deadlines.
10. Confident communication and excellent interpersonal skills.
11. Ability to work autonomously, handling most queries and problems without needing to check with colleagues
12. Excellent knowledge of BBC health and safety standards, approaches and processes and other relevant regulatory requirements

Advantageous Knowledge & Experience

13. Problem solving methodologies
14. Experience in media and creative environments

Job impact

Decision making

The role holder will report into the Team Lead Operations Manager, who in turn reports into the Manager Operations Engineering.

Operations Technicians (OT) make decisions based on defined expectations of a workflow and its performance. When deviation from that expected norm is experienced they will also make decisions on prioritisation and appropriate response; whether to attempt a fix themselves based on experience and previous occurrences, or to escalate to a senior colleague. Most of these decisions affect the workflow and impact is not widely felt, but depending on the workflow in question the potential is there that decisions made by the OT have a direct impact on the BBC's live output. Guidance is provided for these situations.

The role holder will work with a large number of internal and external teams and individuals in the course of operating the workflows underpinning the BBC's services, products, and platforms. Most of these will have different perspectives on those services, including end users, management, other operators, editorial, and support. Principle relationships and interactions include:

1. Senior Operations Technician. The OT will work alongside the Senior Operations Technician (SOE) ensuring that they work in line with the SOT's guidance and escalate as appropriate. The SOT will provide training as necessary and acts in a supervisory capacity.
2. Team Lead Operations Engineer. The OT will work alongside a Team Lead Operations Engineer (TLOE) who is also their line manager. The relationship centres mainly on day-to-day operational work but also pastoral work where it is required - one-to-ones and development in role
3. Service Managers - The OT will work with Service Managers (SM) on

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occasion as new workflows are introduced or during business continuity exercises.

4. Operations Engineers – OTs will interact frequently with Operations Engineers (and Seniors) in the course of escalating issues which cannot be fixed, and also in a knowledge sharing capacity. The OT will provide updates and input into ongoing incidents being handled by the OE/SOE.
5. Third Party. Possibly operational teams at business partners but also external users of operational workflows

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.

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.

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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	London

Purpose of the Role	
<p>Production Services staff are responsible for delivering a high quality support service on behalf of the BBC.</p> <p>Equipment Centre staff are responsible for the provision of portable technical equipment and related consumables. Technical Assistants and Technical Coordinators ensure that equipment is maintained and available for use, allocated to programme teams as required and monitored and tracked to ensure maximum utilisation of assets. They will advise programme makers on the use of the kit that is being hired.</p> <p>It is essential that role holders understand the needs of the business and the pressures faced by production teams.</p> <p>Technical Assistants are concerned with the preparation and basic maintenance of equipment, dealing with programme teams in relation to their bookings and advising on equipment set up, and ensuring stock is accurately recorded and tracked.</p>	

Additional job specific responsibilities and accountabilities
<p>SCOPE OF ROLE – KEY ACCOUNTABILITIES</p> <p>Service Delivery and Customer Service</p> <ul style="list-style-type: none"> ➤ Prepares equipment in response to requests from production, ensuring the equipment is in working order ➤ Answers customer queries in relation to the booking of equipment ➤ Liaises with production teams on overdue equipment ➤ Advises production staff on the use of the equipment; demonstrate the set up and use of equipment as required ➤ Resolve technical queries relating to the use of the equipment ➤ Advise production staff on the suitability of equipment for their production ➤ <p>Asset & Stock Management</p>

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- Organises the day to day movement of equipment in response to productions needs
- Ensures assets are accurately recorded and tracked
- Liaises with programme teams on missing equipment
- Ensures faults are quickly identified and rectified: carrying out simple maintenance and repair or managing the process of serious repairs
- Carry out stock checks in line with agreed procedures
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Business Management

- Organise the sub-hire of equipment from preferred suppliers as required, raising purchase orders and ensuring the equipment meets the standards required by Production Services
- Purchasing replacements for broken or worn out kit in accordance with Production Services policies and procedures
- Ensures that productions are charged correctly for kit hire and consumable items.

Skills development / innovation

- Maintains an awareness of broadcast and production technologies and trends
- Maintains an awareness of new equipment that may be of use to productions
- Maintains an awareness of the different production approaches within the BBC
- Is involved in the evaluation of new equipment, feeding back results as appropriate
- Keeps knowledge and skills up to date by identifying training and work opportunities that will further self development

BBC Competencies

Planning and organising - able to think ahead in order to establish an efficient and appropriate course of action for self and others. Prioritises and plans activities taking into account all the relevant issues and factors such as deadlines, staffing and resources.

Communication - able 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.

Influencing and persuading - able to present sound and well reasoned arguments to convince others. Can draw from a range of strategies to persuade people in a way that results in agreement or behaviour change.

Managing relationships and team working - able to build and maintain effective working relationships with a range of people. Works co-operatively with others to be part of a team, as opposed to working separately or competitively.

Resilience - manages personal effectiveness by managing emotions in the face of pressure, set backs or when dealing with provocative situations. Demonstrates an approach to work that is characterised by commitment, motivation and energy.

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.

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Analytical thinking - able to simplify complex problems, processes or projects into component parts explore and evaluate them systematically.