

<b>Job title</b>	<b>Team Lead, Systems Engineer</b>		
<b>Job family</b>	<b>Technology, Systems and Delivery</b>	<b>Proposed Band</b>	<b>D</b>

### **Job purpose**

Responsible for the planning, design, implementation, integration, commissioning, test, and in some cases operation of systems, and for collaboration to continuously improve the engineering planning and delivery process.

Direct the actions of the systems team, act as an escalation point, or technical advisor, and will inform or make decisions affecting the team's focus and actions.

### **Key responsibilities and accountabilities**

- Contribute to a technical roadmap for systems and services within their scope
- Driving improvements in the operating environment and ensuring alignment with the overall BBC enterprise architecture strategy
- Lead role within engineering teams in the planning, design, development, integration, commission and test of media systems
- Responsible for the provision of technical advice and consultancy across a range of projects and products to shape and deliver technical production solutions. To innovate where necessary and exercise sound judgment in delivering or recommending solutions whilst considering business requirements
- Seek opportunities to work with project, product and technical leads, and contractors and manufacturers to design media systems and create implementable solutions to the business' technical requirements
- Where required, responsible for ensuring systems are properly monitored, supported and maintained, including maintaining resources and skills for resolving issues throughout the lifecycle
- Write, review and approve technical documentation as part of project and product delivery
- Lead the process for test and subsequent resolution of issues throughout the project or the product life cycle
- Operates effective processes that support the timely delivery of their roadmaps and/or project plans
- Oversee acceptance testing of new installations, ensuring test logs/registers are kept up to date
- Works with system vendors and suppliers to ensure successful delivery of solutions
- Mentor, coach and manage (as required) other staff. Provide technical leadership and direction to peers and colleagues
- Maintain knowledge of industry and competitor developments
- Develop expertise in new technologies and existing technologies and drive the introduction of them where appropriate
- Lead team members to have an effective vision, strategy and business case for systems that support wider divisional and BBC strategies
- Partner with the project manager and project support staff to enable them to provide effective and informed reporting

- Representing the systems team in regular meetings, stand ups, and post incident reviews. Conducting meetings that explore systems incidents.
- Clearly communicate strategy, plans, objectives, performance measures, progress against plans and budget to all interested and invested parties – tailoring communication as appropriate to ensure relevance to the audience
- Provides overall leadership of responses to complex and/or major issues, and handles escalations from junior operational team members
- Able to consider feedback on team and individual performance and make conclusions on development opportunities
- Responsible for maintaining regular 1-2-1 meetings with team members, ensuring performance is discussed, and identifying areas of focus for team members.
- Will assist the Operations/Systems Manager with recruitment, conducting interviews and assessment days, and providing input into decisions
- Responsible for performance management, and tasked with tackling issues arising in line with HR guidance
- Asked to represent the team, department, or BBC in a range of events – giving overviews of the team, and presenting the principles of the role.

## **Knowledge, skills, training and experience**

### **Essential**

- Experience in the design, delivery or support of technical systems and infrastructure within a media technology environment
- Knowledge of systems test and handover procedures
- Knowledge of systems engineering for key operational criteria (monitoring integration, performance testing, security considerations)
- Demonstrable experience of applying new and emerging technologies within media technology projects and products
- Self-motivated and organised, with the ability to manage multiple tasks and drive delivery to time and budget whilst minimising risk
- Excellent communication (verbal, written, listening) and IT skills
- Able to effectively work in a dispersed and varied team, showing evidence of dealing with complex technical issues, dealing with multiple priorities, managing conflict and using influencing skills to ensure that projects / assignments are properly commissioned and delivered into the business
- Able to deliver to deadlines and demonstrate resilience to ensure the correct technical solution is selected with a full understanding of the costs, timescales and risk involved
- Expertise in translating project, user and product requirements into technical solutions

### **Desirable**

- Experience of representing the company at working groups, with external partners and suppliers and around the wider organisation
- 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)
- Knowledge of web architecture and key technologies (HTTP, DNS, distributed design)
- Knowledge of broadcast or datacentre infrastructure installations including power, environmental and space layout considerations
- Knowledge and experience of procurement processes
- Experience managing 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 what tools and interfaces they rely on
- Knowledge of Cloud Computing disciplines (NaaS, SaaS, PaaS or IaaS) and IP technologies, and their impact on future production solutions

#### **Advantageous Knowledge & Experience**

- ITIL practice and processes
- Team leadership experience
- Experience in media and creative environments
- Delegation and strong interpersonal skills
- Skills development strategies.

#### **Job impact**

- Reports to Systems Engineering Manager or Operations Engineering Manager

#### **Scope**

Finance: Responsible for headcount budget of up to £350k

Line Management: *The TLSE has line management responsibility for several operational team members, including all standard practices; 1-2-1 meetings, performance reviews, PDRs, development planning, sickness and leave management, resource management, day-to-day instructions.*

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. Will frequently be asked to lead intra-team working groups and participate in incident-response conferences, and enforces best practice when the rest of the team is asked to do the same.*

<b>Other information</b>	
<b>For Reward team use only</b>	
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.*

