

Job title	Operations Engineer		
Job family	Operations Engineer	Proposed band	C

Job purpose

The aim of the role is to work as part of a team to provide 24/7/365 operational support, incident management and stakeholder communication for the systems used to produce, publish and serve content for a range of BBC platforms, possibly including mobile, tablet, desktop, and IPTV.

Work involves end-to-end business support for systems and the applications for the related Editorial/Production and Development teams, and is shift based to reflect the nature of the operational work.

Key responsibilities and accountabilities

- Use a diverse range of broadcast and production monitoring tools to identify and diagnose complex service impacting issues across a range of technologies and platforms
- Technical analysis and resolution of a diverse range of incidents impacting live services. Initiate response to service disruption, and support proactive measures aimed at preventing recurrence
- Use problem solving techniques and technical knowledge to translate alarms from components into real-world impact, to inform and guide incident response
- Logging all incidents accurately, and documenting all investigative activities; including all technical means employed to ascertain the nature of the fault and remedial action taken
- Managing incident and escalating as appropriate and as per defined processes
- Implementing appropriate contingency procedures in response to planned or unexpected events
- Thorough handover of incident and environmental information through shift changes to colleagues within the team
- Keep up to date with operational changes in a fluid environment, ensuring that actions are taken in line with current best practice
- Use strong communication skills to articulate accurate information to technical and non-technical audiences in the course of addressing an incident, and in related actions afterwards.
- Able to discuss or convey complex technical systems both verbally in meetings, calls etc, and non-verbally in incident tickets and documentation.
- 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

Essential

- Broad technical knowledge, including understanding of complex systems built from many separate components
- Experience of operating within, or demonstrable knowledge of multi-platform environments
- Experience or knowledge of the principles 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 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."
- Experience in 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 for the Operations team
- Appreciation of the principles of prioritisation according to service impact, and the ability to work under pressure
- Awareness of current safety legislation and a good working knowledge of BBC safety policy and statutory requirements relating to IT and Engineering - in particular regarding Electricity at Work
- Proven ability to share knowledge with team members for mutual gain
- NVQ Level 5 or above in a relevant technical discipline
- Excellent knowledge of BBC 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, specifically BBC IT Security and DQ policies, standards and procedures if possible

Job impact**Decision making**

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

Operations 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, and the consequences can be felt very widely in both cases. The nature of these decisions feeds into monthly reports and determine compliance or otherwise with departmental or team objectives and SLAs.

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

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.

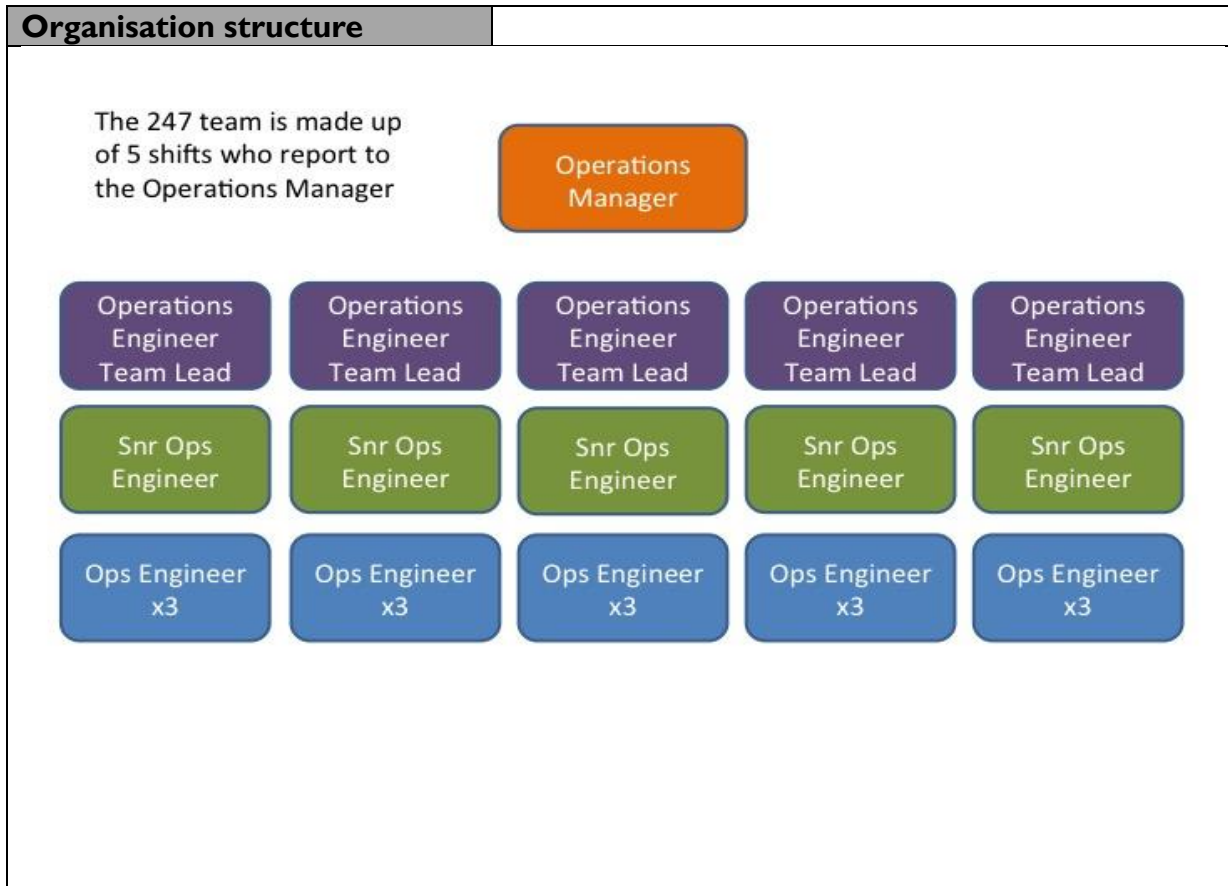
Other information	
For Reward team use only	
Job Code	
Definition:	Content

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.

Division	Design & Engineering, ISOC, OTG
Reports to (title)	Operations Engineer Team Lead
Location base	Quay House, MediaCityUK



Additional job specific responsibilities and accountabilities	
<ul style="list-style-type: none"> • 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 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.
- Operational command line experience of Linux/Unix
- Operational experience across Cloud platforms, particularly AWS
- PHP, Perl, Apache, MySQL, Oracle, HTML, Nagios, Zenoss, Remedy, Jira, DNS Programming/scripting skills
- ITIL practice and processes

Approval	
Manager	Name and job title
HR Business Partner	Name
Date	