

<b>Job title</b>	<b>Principal Systems Engineer</b>		
<b>Job family</b>	<b>Technical 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.

**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
- 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

**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

**Job impact**

- Reports to Systems Engineering Manager or Lead Project Manager
- The role holder will be expected to prioritise deliverables to meet objectives in a fast changing environment.
- The role holder will be expected to contribute towards design and implementation decisions which have a direct impact on the BBC's technical infrastructure, in line with BBC technology strategy and architecture.
- May lead engineering teams in the design and development of systems and services, in line with agreed investment plans.
- Provide technical input into contracts with 3rd party providers, dealing with technical issues.
- Decisions or actions have an impact on the performance, resilience and function of technical systems and services for production and broadcast of our output

**Scope**

**Finance:** Responsible for headcount budget of up to £350k  
 It will be expected that the post holder will have a good understanding and oversight of the finances associated with their deliverables including regular monthly forecasting, actuals and general performance reporting.  
 The post holder is responsible for maintaining project expenditure to budget and forecast and actual spend against supplier contracts.

**Line Management:** 2 to 5 direct reports  
 The role will lead and manage their resources (either permanent or project based) as appropriate, with responsibility for staff performance management and communication and the performance and success of the systems they build.

**Ad hoc teams:** Leadership of ad hoc teams of 4 - 8 people usually. Often made up of cross departmental or internal/external roles (such as users, other engineers, testers and other project roles).

**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</b>
<b>Reports to (title)</b>	<b>Manager, Systems Engineer</b>
<b>Location base</b>	<b>London or Cardiff</b>

<b>Organisation structure</b>	
<p>BBC Design &amp; Engineering provides the foundations for broadcasting - we keep the BBC's services on-air 24 hours a day, seven days a week. That means everything from transmission for TV and radio - enabling us to reach 97% of adults in the UK every week including the cameras, mixing desks, email and business systems for our world-class programme makers and staff.</p> <p>It is this technology that connects our colleagues and our viewers to our content. To support the BBC, now and in the future, our priorities are to make sure we're flexible, efficient and can take advantage of all the digital developments happening in broadcasting.</p> <p>Our objectives are to:</p> <ul style="list-style-type: none"> <li>• Deliver agreed portfolio priorities to plan</li> <li>• Delivery on our major projects</li> <li>• Be a strategic partner with the rest of the BBC</li> <li>• Make real the Engineering Operating model</li> <li>• Build the capability we need to deliver the Engineering Vision</li> </ul> <p>This role sits within Corporate Systems in BBC Design &amp; Engineering which sets the technology strategy and delivers and supports solutions to optimise running of all the BBC's business critical functions including HR, Finance, Procurement, Legal and Workplace.</p>	

<b>Additional job specific responsibilities and accountabilities</b>	
<p>The purpose of this role is to ensure that the overall performance of SAP Finance applications meets business requirements. 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>	
<b>Size &amp; Scope of the role</b>	
<p>This is a business support role. Its scope is:</p> <ul style="list-style-type: none"> <li>• <b>Systems complexity:</b> The systems landscape will contain applications typically involving multiple business and technical dependencies, business critical systems and processes and commercially sensitive environments</li> <li>• <b>Stakeholder management:</b> First point of contact for a variety of stakeholders.</li> <li>• <b>3rd Party Relationships:</b> Supporting 3rd party partners and suppliers supporting delivering application services and projects typically to the value of 100K.</li> <li>• <b>Information &amp; Security management:</b> Ensure that all the requirements of statutory and BBC safety regulations are fully met including adherence to the BBC's policies.</li> <li>• <b>Recruitment:</b> Support recruitment process for the team by taking part in selection boards and making selection decisions for engagement of new colleagues including specialist</li> </ul>	

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 Payroll predominantly, using ResourceLink, but also support other areas of Finance on both SAP and non-SAP systems, as and where necessary.

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 in conjunction with the 3<sup>rd</sup> party provider 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 ensuring technical documentation is provided, 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

**3<sup>rd</sup> 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

**Person Specification**

**Qualifications:**

**Knowledge, Skills & Competencies:**

**Essential**

- Detailed Knowledge of Payroll Processing including:
  - Experience with payroll processing systems, preferably ResourceLink or similar large scale payroll software
  - Knowledge of working with differing worker types
  - Payroll policies and procedures to comply with legislation eg WTR, NMW etc
  - RTI
  - IR35
  - Absence Management
  - Flexible Benefits
  - Financial costing output from the payroll run
  - Payroll Reporting
  - Interfaces inbound and outbound from the Payroll system
- 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
- Knowledge of Microsoft Office Products, specifically Excel
- Good communication and inter-personal skills

**Desirable**

- Integration Knowledge with SAP FI/HR desirable and integration with MM/SD/BW a bonus
- Financial background – Accountancy or demonstrable finance related experience
- Experience of working with various reporting tools, preferably RRS or Cognos
- Experience of working with SRM or Opentext VIM
- Qualified Accountant (CIMA or ACCA)
- CIPP Qualified, foundation degree or similar

<ul style="list-style-type: none"> <li>• Knowledge of ITIL standards and the principles of service support and delivery</li> <li>• Knowledge of change and configuration management procedures.</li> <li>• Experience of designing and delivering training.</li> <li>• Understanding of a complex global SAP landscape – including interfaces i.e. payroll, expenses, banking etc</li> <li>• Experience of implementing SAP Finance end to end solutions</li> <li>• Knowledge and experience of Finance/SAP best practices</li> <li>• Knowledge of SAP security and authorisations.</li> <li>• Solution orientated and problem solving.</li> </ul> <p><b>Essential Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of relationship management</li> <li>• Experience of technology projects including business change deliverables</li> <li>• Substantial experience gained in a payroll environment</li> <li>• Worked on a full project lifecycle</li> </ul> <p><b>Desirable Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience in the media sector or broadcast environment</li> </ul>

Approval	
<b>Manager</b>	Name and job title
<b>HR Business Partner</b>	Name
<b>Date</b>	