

Job title	Systems Engineering Manager		
Job family	Technical Systems and Delivery	Proposed band	E

Job purpose

Responsible for recruiting and leading a small number of skilled multi-disciplined engineering project and / or product teams. Also for the planning, design, implementation, integration, commissioning, test and in some cases operation of systems.

Key responsibilities and accountabilities

- Defining 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
- Leading engineering teams in the planning, design, development, integration, commission and test of media systems
- Leading the team to have an effective vision, strategy and business case for systems that support wider divisional and BBC strategies
- Accountable 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
- Accountable for ensuring systems are properly monitored, supported and maintained, including maintaining resources and skills for resolving issues throughout the lifecycle
- Establishing and maintaining relationships with project, product and technical leads, and contractors and manufacturers
- Ensuring appropriate technical documentation for project and product delivery, and providing review and sign-off
- Ensuring the teams operate effective development and delivery processes that support the timely delivery of their roadmaps, project plans and/or maintenance plans
- Own contracts with vendors, negotiate and influence to hold them accountable for the terms and conditions of these contracts
- Recruit, mentor, coach and manage staff, ensuring the quality of their work and professional development. Provide technical leadership and direction to peers and colleagues
- Develop strategic knowledge of industry and competitor developments
- 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

- Extensive experience in the design and delivery of technical systems and

infrastructure within a media technology environment

- Expertise in systems test and handover procedures
- Expertise in systems engineering for key operational and maintenance criteria (monitoring integration, performance testing, security considerations)
- Leadership experience of project and / or product teams
- Evidence of effective decision-making and ability to identify practical technical trade-off options and prioritisation decisions
- Self-motivated and organised, with the ability to manage multiple active workflows and drive delivery to time and budget whilst minimising risk
- Excellent communication (verbal, written, listening) and IT skills
- Can effectively lead 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
- Well-developed influencing skills and ability to write and communicate complex technology solutions in a clear and coherent way
- Expertise in translating project, user and product requirements into technical solutions
- Significant experience in management of engineering teams including recruitment, mentoring and development
- Experience of representing the company at working groups, with external partners and suppliers and around the wider organisation

Desirable

- 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 of software and product development processes, including agile
- Knowledge and experience of large scale procurement processes
- Experience managing third party service delivery or support in an engineering environment
- 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

Decision making

- Reports to Head of Product or Head of Systems Engineering
- The role holder will be expected to prioritise deliverables and balance resources to meet multiple objectives in a fast changing environment
- The role holder will be expected to lead on design and implementation decisions which have a direct impact on the BBC's technical infrastructure, in line with BBC technology strategy and architecture.
- Lead systems engineering teams in the design and development of media technology projects and products
- Negotiates contracts with 3rd party providers, dealing with issues and ensuring that deliverables are realised within agreed terms
- Decisions or actions have a substantial impact on the direction and / or achievement of departmental objectives, they determine success or failure and timeliness of the department's productivity

Scope

Finance: £250k up to 2m

It will be expected that the post holder of will have a good understanding and oversight of the finances associated with their assigned teams and deliverables including regular monthly forecasting, actuals and general performance reporting.

Line Management: 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 projects they deliver and / or products they manage.

Responsible for the direct management of 5 – 10 technological Leaders/Principals and up to 50 indirect reports.

Ad hoc teams: Lead role, providing engineering oversight and leadership.

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
Reports to (title)	Finance, Procurement & Treasury Product Manager
Location base	London or Cardiff

Organisation structure	

Additional job specific responsibilities and accountabilities
<p>Systems Management - Be the Lead systems specialist for Finance modules of SAP ECC and other Finance/Procurement/Treasury related Systems.</p> <p>Lead on requirements gathering with the business process owners and stakeholders, analyse and present solution options that align with BBC Engineering strategies.</p> <p>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.</p> <p>System Architecture: Responsible for ensuring systems design and architecture is fit for purpose, including disaster recovery architecture.</p> <p>Project Engagement - Responsible for providing technical consultancy to project delivery and development teams, procurement, service design and change management teams</p> <p>Responsible for providing technical expertise to project teams throughout the lifecycle of a project</p> <p>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</p> <p>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.</p> <p>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.</p> <p>Problem Management - Responsible for Problem Management for systems assigned, ensuring that known issues and workarounds are documented and input into a Known Error Database.</p>

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 the production of technical documentation, 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

3rd 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 SAP including:
 - FI – General Ledger (New GL)
 - FI – Asset Accounting
 - FI – Taxes
 - FI – Accounts Payable
 - FI – Accounts Receivable
 - FI – Cash & Banking
 - CO – Project Systems including WIP
 - CO – Profit Centre Accounting
 - CO – Cost Centre Accounting
 - MM – Materials Management
- Detailed Integration Knowledge with SAP SD/BW/HR/Ariba/OpenText (VIM)
- Financial background – Accountancy or demonstrable finance related experience
- Detailed knowledge of Treasury and related Treasury systems
- 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

Desirable

- Experience of working with BW, BO Dashboards, BODS or BPC
- Qualified Accountant (CIMA or ACCA)
- Knowledge of ITIL standards and the principles of service support and delivery
- Knowledge of change and configuration management procedures.
- Experience of designing and delivering training.
- Understanding of a complex global SAP landscape – including interfaces i.e. payroll, expenses, banking etc
- Experience of implementing SAP Finance/Procurement/Treasury end to end solutions
- Knowledge and experience of Finance /SAP best practices
- Knowledge of SAP security and authorisations.
- Solution orientated and problem solving.

Essential Experience:

- Significant experience within the SAP Finance/Procurement/Treasury environment covering multiple implementations, projects or support instances in a Lead role
- Ability to mentor more junior system specialists
- Experience of relationship management
- Experience of technology projects including business change deliverables
- Substantial experience gained in a technology environment
- Worked on the full project lifecycle

Desirable Experience:

- Experience in the media sector or broadcast environment

Approval

Manager	Name and job title
HR Business Partner	Name
Date	

