

<b>Role Description</b> – Broadcast Support Engineer, Engineering Operations, Engineering Division	
<b>ROLE TITLE</b>	<b>24/7 Broadcast Support Engineer</b>
<b>BBC GRADE</b>	Grade 6H
<b>DATE MODIFIED</b>	Aug 2014
<b>REPORTS TO / LINE MANAGER</b>	Support Team Leader, Engineering Operations
<b>DIVISION</b>	BBC Engineering Division
<b>SUB DIVISION / DEPARTMENT</b>	Engineering Operations

## TEAM

Engineering Operations is part of BBC Engineering division. The department actively helps BBC programme makers create and deliver great content across radio, TV and online. Engineering Operations is principally responsible for supporting live and recorded programme output all day, every day across News Group, Radio and BBC North in Salford. As a support department our role is to make life as easy as possible for those using the BBC's technology, while minimising the amount of Licence Fee we consume in doing so.

The Engineering Support group within Engineering Operations provides support for studios and broadcast infrastructure, digital production systems and PC and Mac desktops across domestic and international offices.

## PURPOSE OF THE ROLE

**24/7 Engineering Operations Support Broadcast Engineers** are responsible for delivering a high quality support service on behalf of the BBC. They ensure that equipment and systems used to create, capture, manipulate and distribute BBC content meet targets for availability, performance and safety. Technicians, Engineers and Principal Engineers support and enable multi-media production and broadcast activities to ensure the BBC provides a quality service to its audience. It is essential that role holders understand the needs of the business and the pressures faced by production teams.

## Engineers

Engineers are characterised by their ability to develop appropriate solutions to incidents, problems and management of safety, using new or existing technologies, through innovation, creativity and change. They take responsibility for maintaining and managing applications of current and developing technology, and may undertake engineering design and development of systems and services.

## SCOPE OF ROLE – KEY RESPONSIBILITIES

### **Service delivery**

- Provides excellent service to users by ensuring that all incidents and service requests are professionally and correctly logged, documented and prioritised; asset records are kept accurate and up-to-date; and progress is effectively and respectfully communicated back to the user
- Minimises disruption to users' work activities by taking personal responsibility and accountability for work undertaken, resolving incidents and carrying out service requests in a timely manner, as well as ensuring planned work is communicated in advance
- Ensures that service and knowledge management tools are used effectively, and that agreed service management procedures are followed
- Works with the Team Leaders to maintain and continually improve the service levels provided by the Tech Support Team

### **Incident resolution and user requests**

- Interprets, diagnoses and resolves technical incidents within agreed service level timeframes
- Liaises with other BBC departments and external organisations through agreed processes and procedures to achieve resolutions and enable requests in a timely manner
- Complies with, and actions, the BBC major incident, broadcast continuity and emergency procedures as required
- Undertakes client account administration work and small projects as required

### **Operational and proactive duties**

- Monitors and maintains technical equipment and systems to the required safety and technical standards with minimum disruption to operational activities
- Maintains the accuracy of data to the agreed standard in key databases owned and managed by Technology Operations
- Initiates and complies with Change Control procedures

### **Technical advice and support**

- Provides technical advice and support to users and colleagues by continually updating his/her understanding of production workflows and the way broadcast equipment and production systems are used within the BBC
- Provides input, advice and feedback on the suitability, sustainability and use of new products and processes
- Keeps knowledge and skills up to date by identifying training and work opportunities that will further self-development

### **People, process and technology change**

- Recognises changing priorities in the workplace and responds positively, adapting approach and methodology to tackle them
- Actively supports the development of colleagues and the wider technology

### **SCOPE OF ROLE – KEY METRICS**

**Direct reports:** No direct reports

**Indirect reports:** No indirect reports, but will be required to help develop, advise and direct less experienced colleagues

**Recruitment:** Does not have direct responsibility for recruitment, however, may occasionally be asked to be part of the selecting group where appropriate.

**3rd Party Relationships:** Not responsible directly for contracts, but must be familiar with their contents and be able to make service delivery decisions based on knowledge of those contracts.

**Budget:** No control over budget, but expected to follow BBC financial guidelines.

### **Health & Safety:**

Ensures that all the requirements of statutory and BBC safety regulations are fully met, including adherence to the BBC's Health & Safety policy.

### **SKILLS, EXPERIENCE AND QUALIFICATIONS**

#### **Essential**

- Experience of working on broadcast systems in a live TV, Radio or multi-media environment
- Demonstrable, theoretical and practical, knowledge of broadcast systems including digital audio platforms, applications and techniques including Video and Television, in use in the broadcast support environment
- Experience with Graphics (eg VizRT), Apple Mac, Automation, and Robotic systems is preferable.
- Considerable experience of diagnosing and fixing technically complex problems across a variety broadcast systems
- Demonstrable ability to communicate clearly using a range of styles, tools and techniques to explain technical issues to a wide range of people
- Experience of providing a high quality service in a demanding environment
- Excellent ability to identify requirements and to recognise whether these can be met effectively from the resources, timescales skills and funds available
- Experience of prioritising conflicting requirements, often working under pressure in rapidly changing situations
- Awareness of all aspects of Health and Safety, including electrical safety within broadcast environment

- Experience in managing conflicting demands in situations of pressure where priorities are rapidly changing
- Knowledge of best practice frameworks based on ITIL or Service Management principles (including Change, Configuration and Release) and how/why they can be applied
- Awareness of all aspects of Health and Safety, including electrical safety within broadcast environment

## BBC COMPETENCIES

### Competencies:

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