

# Job Description

07/04/2025



## BMS Developer and Support Analyst SBS Technology

Reports to: BMS Manager

Direct reports to this position: N/A

### SBS Values, Vision, and Purpose

The BMS Developer and Support Analyst is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures, and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully, and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

### Division Purpose – Technology

***SBS Technology** can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.*

### Role Purpose

The BMS Developer and Support Analyst is responsible for providing support to existing BMS (Business Management System) solutions for business applications and integrations as well as developing and managing additional capabilities as required. This role reports to the BMS Manager and will collaborate closely with the BMS team, our stakeholders, external vendors, consultants, and the broader Enterprise Information Systems team.

You will be responsible for documenting existing solutions, monitoring, troubleshooting, and updating code for issues as they arise. Ongoing you will be striving to proactively improve technical process and workflow, consulting with stakeholders to reduce risk and improve the current state. When new development is needed you will collaborate with stakeholders, gather requirements, design, code, implement and administer new solutions.



## Main Responsibilities

### ***Main tasks of the role***

- Proactively monitor existing solutions, identify, record and track issues, and provide appropriate fixes to improve critical issues and improve current state.
- Troubleshoot issues, triage, and provide resolutions for existing solutions.
- Analyse, identify and execute business and technical improvement opportunities.
- Develop technical specifications and support documentation.
- Design, implement and administer well-designed technical solutions in clean and maintainable code with version control.
- Assist with system upgrades.
- Develop and perform training to technology teams as required.
- Assist users and technology teams on how to test technical solutions.
- Contribute to business and technical planning and support of other staff initiatives.
- Participate in project teams and provide direction to project teams as required.
- Contribute to the strategic direction of the team.
- Actively engage with SBS internal stakeholders and technology support teams and vendors.
- Support enterprise-wide initiatives and support the SBS Code of Conduct.
- Ensuring customer satisfaction and service level fulfilment, as per SBS KPI's

### ***Minimum requirements of the role (Insert e.g. years of experience; specialist qualifications/skills)***

- Technical knowledge and experience in scripting, application, & relational database development with technologies including PL/SQL, MYSQL, PERL, UNIX, and shell scripts.
- Experience in HTML, Java technologies, Java Script, CSS, XML
- Degree in Computer Science / Information technology or equivalent
- Excellent documentation skills for both business and technical documentation.
- Fundamental analytical and conceptual thinking skills
- Excellent communication skills with flexibility to provide information and recommendations in the appropriate format based on the recipient.

### ***Highly sought skills for the role***

- Familiarity of IBMS (or other BMS) and its underlying table structures
- Experience in the Broadcast industry and knowledge of its workflows.
- Experience in cloud development including Kubernetes, Docker, MYSQL, Python, Lambda
- Experience in AWS Serverless (e.g., Lambda, API Gateway) to develop API integrations or other solutions.
- Experience and skills in Database Relationship Management

### ***Key relationships with other roles and external stakeholders***

- Internal business stakeholders
- System vendors
- Technology teams
- Contractors and Consultants



Key Capability		
Capability	Level	Behaviour
<u>Collaboration</u>	Self	<ul style="list-style-type: none"><li>• Displays a genuine intention to work co-operatively with others</li><li>• Offers to help others achieve common goals</li><li>• Makes an effort to understand the goals of others</li><li>• Shares all relevant or useful information</li></ul>
<u>Customer Focus</u>	Self	<ul style="list-style-type: none"><li>• Follows through on customer/client inquiries, requests or complaints</li><li>• Distributes useful and up to date information to the customer/client</li><li>• Determines the needs of the customer/client through probing and listening</li><li>• Provides friendly, helpful service to the customer/client</li><li>• Makes sure there is a clear understanding of the customer/client's needs</li><li>• Offers appropriate solutions to the customer/client</li><li>• Prioritises work goals that impact the customer/client directly</li><li>• Diffuses customer/client problems</li></ul>
<u>Innovation</u>	Self	<ul style="list-style-type: none"><li>• Generates original solutions to problems</li><li>• Contributes to creative thinking and ideas</li><li>• Makes suggestions to refine current processes and procedures to create optimum efficiency</li><li>• Participates in the implementation of new processes and procedures that improve current performance</li></ul>
<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none"><li>• Considers how their role impacts both the department and the business</li><li>• Understands the impact of organisational policies/procedures on the department</li><li>• Considers both the business and customer perspective on various issues</li><li>• Identifies key drivers and commercial opportunities within their department</li><li>• Uses financial reporting information to drive performance</li></ul>
<u>Results Focus</u>	Self	<ul style="list-style-type: none"><li>• Drives to meet objectives and standards</li><li>• Identifies alternative possibilities when faced with obstacles</li><li>• Stays focused on tasks that require considerable effort</li><li>• Completes tasks within designated timeframe despite obstacles</li><li>• Perseveres with routine and repetitive tasks without sacrificing quality or excellence</li></ul>



## Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are:
  - made aware of their WH&S responsibilities
  - have received adequate safety induction and other WH&S information, instruction, and training to enable them to conduct their work safely
  - follow safe work practices