

Job Description

12 June 25



Senior Technical Installation Engineer SBS Technology

Reports to: Technical Integration Manager

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Senior Technical Installation Engineer 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 Senior Technical Installation Engineer role is responsible for the design, implementation, development, documentation, testing, and support of infrastructure and services across broadcast and network technologies. Working independently, in a team, and with vendors, the role is expected to innovate and ensure quality is constantly improving, ensure the integrity of signal flows and data transmission, implementation and support meet both industry best practice and SBS Standards. Undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices.



Main Responsibilities

Main tasks of the role

- Efficiently deliver and install projects, and support daily operations of SBS's broadcast, TV production, and IT infrastructure.
- Maintain a thorough understanding of SBS's broadcast systems and the related IP, video, and audio services operating within its facilities.
- Contribute to SBS' documentation procedures and ensure drawing, cable schedule, and other software packages are used to maintain accurate records.
- Proactively tackle challenges by effectively prioritising urgent tasks, multitasking, and consistently delivering on business and project timelines.
- Install, connect, and test copper network, fibre and broadcast cables (e.g., coax and multi-core).

Operational Management

- Ensure installation work meets high standards of quality, detail, and workmanship, and is completed within allocated timeframes and budgets.
- Perform installation, configuration, troubleshooting, technical support and repair of broadcast technologies, television production and IT equipment across multiple functional areas.
- Act as a subject matter expert and primary point of technical escalation for production staff, post-production staff, and transmission teams.
- Participate in departmental investigations of service anomalies or hardware malfunctions.

Change & Documentation

- Consistently follow the SBS change control procedures
- Maintain and expand on infrastructure documentation ensuring that it is current and correct
- Periodic auditing of the deployed environment to ensure high levels of as-built documentation
- Provide technical training to support team members as required

Development, Delivery, Vendor Management

- Assist the relevant architectural team and management in developing future state technology across all of SBS' sites
- Provide input on Broadcast & IT infrastructure; requirements and design
- Review installation procedures on an ongoing basis with a view to enhancing installation procedures where possible

Minimum requirements of the role

- 5+ years technical experience within the Broadcast Media industry
- Deep understanding of both broadcast and IT environments and their convergence
- Practical experience with SMPTE2110 or AES67 and associated protocols
- Proficiency in technical drawing software (e.g., AutoCAD, Visio)
- Ability to decipher and analyse highly technical data
- Good knowledge of Data Centre Operation and Management procedures
- Strong capability to solve complex problems
- Ability to consistently meet tight deadlines
- Strong organisational skills with the ability to multi-task effectively in dynamic settings
- Excellent communication skills, capable of conveying technical information clearly



- Proven ability to engage and interface with diverse teams (Project Management, Architecture, Infrastructure, etc.)
- A strong team player who pro-actively reports on status and tasks
- Self-motivated with a commitment to driving technical excellence

Key Capability		
Capability	Level	Behaviour
<u>Coaching</u> (People Leader Capability)	Function	<ul style="list-style-type: none">• Plays the role of coach• Consistently identifies opportunities for coaching• Knows when and how to use coaching methodologies• Acknowledges individual differences and leverages strengths• Establishes the agenda of the coachee before one's own• Considers how the staff they are coaching (the 'coachee') can raise self-awareness• Facilitates the coachee to explore options and take ownership• Reads verbal and non-verbal cues to gain commitment to action• Sets the example for ethical behaviours in all coaching interactions
<u>Collaboration</u>	Function	<ul style="list-style-type: none">• Draws all team members into active and enthusiastic participation• Ensures team members work towards common goals• Offers to help others achieve their goals where appropriate• Speaks of team members positively• Makes personal effort to treat all team members fairly• Publicly credits team members who have performed well• Genuinely values team members' input and expertise• Keeps team members informed and up-to-date regarding work in progress• Sets the example for team qualities, such as respect, helpfulness and co-operation
<u>Customer Focus</u>	Function	<ul style="list-style-type: none">• Ensures function makes attempts to add value to the customer/client• Coaches function to seek ways to enhance customer satisfaction and loyalty• Coaches function to align needs to available products, services &/or solutions• Takes actions that reinforce the customer/client orientation of the team/function• Monitors customer/client complaints• Monitors customer/client satisfaction
<u>Innovation</u>	Function	<ul style="list-style-type: none">• Encourages team/function to generate new and original ideas



		<ul style="list-style-type: none">• Suggests modifications to processes and procedures to improve current performance• Offers original solutions that facilitate the achievement of team/functional goals• Considers new concepts as potential opportunities• Participates in ongoing activities/taskforces to develop creative initiatives• Recognises and rewards creativity and innovation
<u>Organisational Awareness</u>	Function	<ul style="list-style-type: none">• Turns business objectives into commercially focused team goals• Understands the impact of organisational policies &/or procedures on the function• Ensures satisfaction by addressing both business and customer needs• Considers impact of potential risks, and/or opportunities on the team/function• Is aware of market/industry dynamics• Considers the financial implications of decisions regarding the team/function• Uses financial reports to encourage team performance and to inform team decision making
<u>Results Focus</u>	Function	<ul style="list-style-type: none">• Encourages team members to make specific changes in work methods or practices to improve performance• Encourages team members to seek alternative possibilities when faced with obstacles• Ensures team members persevere with responsibilities to ensure project completion• Streamlines processes and procedures to ensure efficient outcomes• Strives to identify and minimise barriers to excellence• Ensures own & team responsibilities are completed within designated timeframes

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