

Canberra Technology Support Engineer

26 August 25



Canberra Technology Support Engineer SBS Technology

Reports to: Melbourne Technology Manager

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Canberra Technology Support 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 role's purpose is to support the smooth operation of the SBS Canberra Bureau, through high level support of IT and Broadcast infrastructure systems. The role will be expected to act as a Subject Matter Expert on projects, as well as in fault diagnosis. The role will need to be proactive in resolving issues as they occur.

Main Responsibilities

Special Broadcasting Service

14 Herbert Street, Artarmon NSW 2064 Australia sbs.com.au
Tel: +61 2 9430 2828

Job Description

26 August 25

**Main tasks of the role**

- Support of IT systems deployed in the Canberra bureau, including the assistance to journalists and camera crews as required.
- Support of Canberra based broadcast systems, including identification of areas of improvement and preventative maintenance.
- Acting as a Subject Matter Expert on technology projects that effect the Canberra Bureau.
- Assisting with deployment of new Technology and Processes where required, including out of business hours works.
- Assisting with Incident management on an on-call basis.
- Work with other SBS departments and 3rd party vendors to resolve issues and identify problems.
- To work within the established SBS Policies and Standard Operating Procedures.
- Liaise with Department of Parliamentary Service Broadcasting area to ensure smooth delivery of Parliamentary broadcasts to the SBS Bureau

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

- Demonstrated experience supporting IT systems including Windows 10 and Apple Mac OS.
- Demonstrated experience working on Broadcast systems.
- Tertiary Qualification or equivalent industry experience in either IT or a relevant Engineering Field.

Key relationships with other roles and external stakeholders

- Technology Operation and Services
- News and Current Affairs
- Audio and Language Content

Key Capability		
Capability	Level	Behaviour
<u>Collaboration</u>	Self	<ul style="list-style-type: none">• Displays a genuine intention to work co-operatively with others• Offers to help others achieve common goals• Makes an effort to understand the goals of others• Shares all relevant or useful information
<u>Customer Focus</u>	Self	<ul style="list-style-type: none">• Follows through on customer/client inquiries, requests or complaints• Distributes useful and up to date information to the customer/client• Determines the needs of the customer/client through probing and listening• Provides friendly, helpful service to the customer/client• Makes sure there is a clear understanding of the customer/client's needs• Offers appropriate solutions to the customer/client



		<ul style="list-style-type: none">• Prioritises work goals that impact the customer/client directly• Diffuses customer/client problems
<u>Innovation</u>	Self	<ul style="list-style-type: none">• Generates original solutions to problems• Contributes to creative thinking and ideas• Makes suggestions to refine current processes and procedures to create optimum efficiency• Participates in the implementation of new processes and procedures that improve current performance
<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none">• Considers how their role impacts both the department and the business• Understands the impact of organisational policies/procedures on the department• Considers both the business and customer perspective on various issues• Identifies key drivers and commercial opportunities within their department• Uses financial reporting information to drive performance
<u>Results Focus</u>	Self	<ul style="list-style-type: none">• Drives to meet objectives and standards• Identifies alternative possibilities when faced with obstacles• Stays focused on tasks that require considerable effort• Completes tasks within designated timeframe despite obstacles• Perseveres with routine and repetitive tasks without sacrificing quality or excellence

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