

Job Description

29 August 25



Technical Analyst SBS Technology

Reports to: Head of Technology Strategy and Architecture

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Technical 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

We are seeking a detail-oriented and solutions-focused **Technical Analyst** to support the evaluation, planning, and implementation of technology solutions – with a strong focus on Artificial Intelligence (AI) across the organisation. As part of the AI team, this role plays a key part in shaping SBS's AI capability and enabling enterprise-wide adoption of AI technologies. The Technical Analyst will contribute to the development of AI solution architecture and help translate AI opportunities into operational solutions. The ideal candidate will have strong technical analysis capabilities, excellent communication skills, and the ability to work with both business and technical stakeholders to deliver clear, actionable outcomes.



Main Responsibilities

Main tasks of the role

- Conduct AI use case discovery and support evaluation of AI tools/platforms for suitability and scalability
- Conduct buy vs. build analysis for proposed technology solutions, considering cost, time-to-market, scalability, and integration complexity
- Analyse and assess technical requirements for solutions including integration, storage, networking, hosting, performance, and configuration needs
- Support assessment of AI model deployment infrastructure, including cloud compute requirements, storage formats and data pipelines
- Develop and document technical specifications, architecture overviews, and integration plans
- Collaborate with internal teams (e.g., infrastructure, security, enterprise architecture) and external vendors to validate solution feasibility
- Facilitate and document system integration requirements and mapping across platforms, APIs, and middleware
- Translate complex technical concepts into clear, non-technical language for business stakeholders and decision-makers
- Support due diligence activities across cybersecurity, data privacy, governance, and risk, in partnership with relevant SMEs
- Ensure AI solutions comply with ethical guidelines, model transparency standards and data governance principles
- Participate in project planning and solution implementation, ensuring alignment with enterprise standards and IT strategy
- Assist in developing transition plans, cutover strategies, and post-implementation reviews
- Contribute to the continuous improvement of SBS's AI technology stack and solution delivery processes

Minimum requirements of the role

Ideally, you will have a Bachelor's degree in Broadcast Engineering, IT, Computer Science, or a related field (or equivalent experience). Other requirements include:

- Proven experience as a Technical Analyst, Solution Analyst, or similar role in IT delivery or consulting (ideally has experience working in a top-tier technology consulting firm)
- Strong understanding of systems integration, middleware, APIs, and data flow across platforms.
- Experience with infrastructure and application architecture concepts, including storage, compute, cloud, and network basics.
- Ability to work across multiple domains (security, risk, privacy, architecture) and synthesise findings into cohesive analysis.
- Strong written and verbal communication skills, with ability to tailor messaging to both technical and non-technical audiences.
- Experience in preparing technical documentation, options papers, and solution proposals.
- Familiarity with architectural frameworks and industry standards (e.g., TOGAF, ITIL, ISO 27001) is desirable.
- Hands-on experience or demonstrable understanding of AI/ML platforms such as AWS SageMaker, Azure ML, TensorFlow or OpenAI APIs
- Ability to translate AI solution concepts into enterprise-ready technology plans
- Interest in AI ethics, governance and sustainable AI practices
- Experience or efficiency with Microsoft Power Automate is highly regarded



- Tertiary qualifications in Information Technology, Computer Science, or related field. Additional certifications (e.g., AWS, Azure, ITIL) are a plus.

Key relationships with other roles and external stakeholders

- Artificial Intelligence team
- Broader Technology team, including Strategy and Architecture, Infrastructure, Operations, Enterprise Information Systems and Service Desk
- Broader SBS Business that would be the end users of AI capabilities e.g., Finance, Legal, Marketing, Corporate Affairs, Media Sales etc.

Key Capability		
Capability	Level	Behaviour
<u>Coaching</u> (People Leader Capability)	Operation	<ul style="list-style-type: none">• Seeks feedback from the business to drive coaching competence• Ensures leaders exhibit coaching values and behaviours• Strikes a balance between skills-based and behavioural coaching• Prioritises resources to support a coaching culture• Drives a coaching style of leadership across the business
<u>Collaboration</u>	Operation	<ul style="list-style-type: none">• Encourages collaboration (sharing of responsibility and information) across the business• Encourages shared goals by promoting joint responsibility• Ensures expert knowledge is continuously enhanced and shared across the business• Acts to promote respect, helpfulness and co-operation across the business• Publicly credits individuals across the business who have performed with excellence
<u>Customer Focus</u>	Operation	<ul style="list-style-type: none">• Grasps a customer/client's perspective, acting as a trusted advisor• Analyses the degree of customer and/or client penetration• Keeps abreast of competitor products and services• Measures the impact of customer/client service across the business• Analyses the degree of customer/client satisfaction• Encourages a long-term commitment to customer/client needs• Advocates the principles of customer/client relationship management via policies and/or procedures
<u>Innovation</u>	Operation	<ul style="list-style-type: none">• Scans the environment for new ideas and innovative opportunities to benefit business• Takes calculated risks to get a business advantage



		<ul style="list-style-type: none">• Implements modifications to processes and procedures to improve current performance• Generates original solutions that facilitate the achievement of business goals• Proposes creative and functional solutions to benefit the business• Supports the development of creative business strategies• Manages the implementation of creative business strategies• Recognises and rewards creativity and innovation
<u>Organisational Awareness</u>	Operation	<ul style="list-style-type: none">• Considers how functions within the business work together• Uses SBS's structure, procedures and/or systems to achieve objectives• Understands the key drivers that impact the business• Identifies potential risks, and/or opportunities across the business• Considers the impact of potential risks, and/or opportunities across the business• Uses financial reporting information to inform business decision making
<u>Results Focus</u>	Operation	<ul style="list-style-type: none">• Strives to improve business performance and maximise value• Ensures managers seek alternative possibilities when faced with obstacles• Streamlines projects and functions to ensure efficient outcomes• Ensures business initiatives are completed within designated timeframes• Is tenacious in achieving results that drive the business forward• Strives to meet financial objectives

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