Media Management Coordinator
Access + Media Services (A+MS)
SBS Technology

Reports to: **Media Management Lead**
Created by: **A+MS**

SBS Values, Vision and Purpose

The Media Management Coordinator 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.

The **Broadcast Operations & Services** team are accountable for all internal operations and services involved with getting content produced, edited, and on air.

Role Purpose

To role of the Media Management Coordinator is to coordinate and supervise all media movement within the MAM (Media Assets Management) Content & MAM News & Radio systems, managing media asset workflows, media assurance reporting and user support tasks.

Main Responsibilities

Main tasks of the role

- Coordinate and supervise all media management within DALET MAM Content and News & Radio systems, focussing primarily on monitoring and reviewing media movement from archive through to broadcast
- Monitor, facilitate and ensure compliance with agreed workflows in MAM (purging, archiving, restoring, BPMs, ingesting, exporting) are adhered to by users, as well as understanding the Project Asset Management (PAM) system
- Undertake media assurance tasks such as purging via IBMS wipe lists, running reports in IBMS, producing schedules via IBMS and investigating upcoming TX issues. Produce pending schedule lists and any follow up tasks regarding change requests and expired media
- Act as the first point of contact for users with any system problems, between the MAM, Media Ingest, Telstra Broadcasting Services (TBS) and Media Asset areas, and follow up for resolution.
- Be the key point of contact for system failures, upgrades, fixes and daily health checks. Ensure users are well informed on status of queries, faults and developments and outcomes are clearly communicated, and escalating any issues to the IT Helpdesk, MAM Support or TBS Engineering where required.
- Provide support to users for the other technologies utilised in the newsroom such as: Amberfin, Adobe, Skype, Zoom and Dalet Xtend.
- Co-ordinate with SBS Engineering for the assessment, testing and implementation of software upgrades, new products and software development
- Follow standard operating practices and emergency procedures, updating associated documentation concerning the operation of technology when required.
- Liaise with the Editing Manager, Supervisor, editors, journalists and relevant program producers regarding the coordination and optimisation of the ingesting, editing, broadcasting and archiving of content
- Create accurate technical reports at the end of the shifts

Minimum requirements of the role

- Previous experience in a technical broadcast role
- Ability to make quick decisions in a time pressured environment with competing priorities
- Proven ability to work to tight deadlines in a rapidly changing technology and editorial environment.
- The ability to work independently with excellent attention to detail.
- Client focused with excellent communication skills
- Excellent technical reporting and troubleshooting skills, recognising problems, and promptly taking responsibility that all issues are resolved in a resourceful and efficient way.

Key relationships with other roles and external stakeholders

Build and maintain excellent relationships with all editing team members, other media management coordinators and media operators, technical support staff and the content makers in order to foster a co-operative and efficient environment.

Key Capability

Capability	Level	Behaviour
Collaboration	Self	• 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
Customer Focus	Self	• 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 • Prioritises work goals that impact the customer/client directly • Solves customer/client problems
Innovation	Self	• 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
Organisational Awareness	Self	• 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 • Adjust workflows when budgetary and/or financial information requires it
Results Focus	Self	• Strives 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