

Job Description

12 May 25



Senior Technical Support Engineer SBS Technology

Reports to: Infrastructure Manager Vic/ACT

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Senior Technical 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.

The **Technical Operations Team** are accountable for the all internal Technical infrastructure supporting all aspects of the business including getting content produced, edited, and on air.



Role Purpose

The Senior Technical Support Engineer role is responsible for the design, implementation, development, documentation, testing, and maintenance of infrastructure and services across broadcast, storage, server 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 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

- Daily administration and maintenance of infrastructure and systems supporting broadcast production and corporate solutions, including regular checks and maintenance schedules.
- Provide responsive and effective action and expert advice to resolve, technical or operational system difficulties with appropriate priority allocation to corporate and broadcast systems.
- Monitor infrastructure capabilities and utilisation so as to ensure they are adequately prepared for current needs and future growth.
- Develop new procedures and workflows to ensure availability and operation of infrastructure.
- Recommend, design and implement changes and improvements when needed.
- Provide direction and escalation support for Engineers to ensure all work is carried out to best practice and relevant standards.
- In collaboration with the Project Management Office (PMO) coordinate the technical design, installation, configuration and commissioning of infrastructure.
- Select suitable hardware and software technologies, through analysing vendors and products, And evaluate and test new equipment, applications and technologies to ensure suitability for purpose and compatibility for integration.
- Investigating and Triaging support requests, rectification where possible or escalation to correct department.
- Follow change control processes for all infrastructure.
- Produce and ensure availability and current relevance of technical drawings, documentation and procedures which allow a level of competency for peers and support staff.
- Contribute to establishment and control of Technology policies and procedures.
- Keep up to date on knowledge of latest technology and broadcast developments.
- Provide out of hours support as expected of this type of role for any changes or critical business issues which arise or are escalated.
- Contribute to a register of risks, issues and limitations, contributing to the strategic planning processes within Technology and providing regular reports and status updates on tasks performed to the Infrastructure Manager – VIC/ACT.
- Such other duties, within the nature and scope of the position as may be required.

Technical Experience (required):



- Advanced Broadcast Infrastructure and Systems experience in a deadline driven, live on-air environment.
- Demonstrable advanced level experience in following technologies:
 - A Media Asset Management system (ideally Dalet Galaxy)
 - AS67 / Livewire
 - Other Broadcast Radio / Broadcast TV solutions
 - Windows Server and Active Directory including multi-site AD environments
 - Linux
 - Server Hardware
 - Diagnostic tools and infrastructure monitoring

Technical Experience (desirable):

- Demonstrable experience in following technologies:
 - Ross Xpression
 - Autoscript
 - Pathfinder
 - AWS / Azure administration
 - Scripting - including Perl and Powershell
 - Backup technologies (Veeam)
 - Cisco Networking technologies

Key relationships with other roles and external stakeholders

- Consult and work with Enterprise Architects on design and implementation of solutions.
- Technology Operations and Services - Radio and ENG operations.
- NACA Producers
- ALC Producers
- Assist Business Analysts with information gathering, reporting and process mapping
- Support the Project Management Office during scoping, design, implementation and handover of Projects.
- Work with Vendors in the delivery, management and support of core business systems



Key Capability		
Capability	Level	Behaviour
<u>Customer Focus</u>	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 • Diffuses customer/client problems
<u>Collaboration</u>	Function	• 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>Innovation</u>	Function	• Encourages team/function to generate new and original ideas • 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
Organisational Awareness	Operation	• 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
Results Focus	Self	• 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

[For Band 3 and all non-supervisory levels]

- You must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)
- You must comply with Work Health and Safety Regulations and responsibilities
- You must ensure employees 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