

# Job Description

5 September 24



## Broadcast Specialist SBS Technology

Reports to: Manager, Technical Operations

Direct reports to this position: Nil

### SBS Values, Vision and Purpose

The Broadcast Technical Specialist 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 Broadcast Technical Specialist works with SBS internal clients, managed services providers, other vendors, and solutions developers to ensure that our broadcast technology needs are met. Working standard office hours this role is responsible for designing, documenting, and ensuring appropriate support and maintenance of SBS's Broadcast Technology systems.



## **Main Responsibilities**

### ***Main tasks of the role***

#### ***System Design***

- Provide SME assistance to the design and development processes for broadcast technology
- Provide assistance to the design and implementation of audio and video over IP systems
- Liaise with internal and external solutions developers to ensure business needs are met
- Create and maintain system documentation including system diagrams
- Provide input and advice to support management decisions on key systems issues/projects
- Conduct analysis to assess new technologies to ascertain appropriate solutions and potential benefits for the business
- Responsible for the technical sign off of work/upgrades/designs/charge control
- Provide key technical support in other areas including Special Events and the SBS technology landscape
- Proactively identify opportunities for continuous improvement and innovation in technical processes that span across SBS and managed service providers and technology partners

#### ***System Support***

- Take a lead role in the support processes for broadcast technology – across television, radio & online
- Participate in, and at times lead, root cause analysis/incident analysis investigations, ensuring that identified solutions are documented and implemented as agreed
- Provide incident reporting on outages, system issues and other reportable incidents
- Take responsibility for the technical sign off of maintenance work/upgrades
- Ensure business as usual activities and new projects address long term maintenance requirements

#### ***Stakeholder/Relationship Management***

- Key interface role with respect to Maintenance and Support relationships for Broadcast Systems across SBS and external partners
- Act as a conduit and systems integrator between the PMO, SBS technology, managed service providers, and vendors to ensure the needs of the business are met
- Liaise with Content, Productions and associated operational staff to maximise production uptime
- Act as a conduit for technical requirements relating to projects that have impact on services delivered by managed service providers and vendors
- Take responsibility for determining operational readiness of projects prior to 'Go-Live' including identifying training needs, handover requirements and final acceptance
- Ensure that internal and external stakeholders, including managed service providers and other vendors, are kept informed of decisions
- Participate in Change Control and Architecture review meetings



### **Minimum requirements of the role**

- Minimum of 3 years' technical experience in a broadcast or related industry
- Tertiary education in Engineering or equivalent
- Expertise in audio and video, media over an IP network, including codecs and standards such as SMPTE 2110 and AES67
- Proven track record with hands on experience supporting non-linear environments, traditional style equipment and other critical broadcast technology

<b>Key Capability</b>		
<b>Capability</b>	<b>Level</b>	<b>Behaviour</b>
<u>Collaboration</u>	Self	<ul style="list-style-type: none"><li>• Displays a genuine intention to work co-operatively with others</li><li>• Offers to help others achieve common goals</li><li>• Makes an effort to understand the goals of others</li><li>• Shares all relevant or useful information</li></ul>
<u>Customer Focus</u>	Self	<ul style="list-style-type: none"><li>• Follows through on customer/client inquiries, requests or complaints</li><li>• Distributes useful and up to date information to the customer/client</li><li>• Determines the needs of the customer/client through probing and listening</li><li>• Provides friendly, helpful service to the customer/client</li><li>• Makes sure there is a clear understanding of the customer/client's needs</li><li>• Offers appropriate solutions to the customer/client</li><li>• Prioritises work goals that impact the customer/client directly</li><li>• Diffuses customer/client problems</li></ul>
<u>Innovation</u>	Self	<ul style="list-style-type: none"><li>• Generates original solutions to problems</li><li>• Contributes to creative thinking and ideas</li><li>• Makes suggestions to refine current processes and procedures to create optimum efficiency</li><li>• Participates in the implementation of new processes and procedures that improve current performance</li></ul>
<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none"><li>• Considers how their role impacts both the department and the business</li><li>• Understands the impact of organisational policies/procedures on the department</li><li>• Considers both the business and customer perspective on various issues</li><li>• Identifies key drivers and commercial opportunities within their department</li></ul>



		<ul style="list-style-type: none"><li>• Uses financial reporting information to drive performance</li></ul>
<u>Results Focus</u>	Self	<ul style="list-style-type: none"><li>• Drives to meet objectives and standards</li><li>• Identifies alternative possibilities when faced with obstacles</li><li>• Stays focused on tasks that require considerable effort</li><li>• Completes tasks within designated timeframe despite obstacles</li><li>• Perseveres with routine and repetitive tasks without sacrificing quality or excellence</li></ul>

## 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