SBS
a world of difference

IT Systems Engineer
SBS Technology

Reports to: IT Infrastructure and Systems Engineer Lead (Technical Operations Team)

Direct reports to this position: N/A

SBS Values, Vision and Purpose
The IT Systems 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 internal technical infrastructure supporting all aspects of the business including getting content produced, edited, and on air.*

Role Purpose

The Systems Engineer role requires highly advanced and complex specialist technical skills to enable the achievement of SBS's shift to a hybrid broadcast infrastructure delivery model. The role is responsible for the innovation, design, implementation, development, documentation, testing, and maintenance of infrastructure and services across evolving storage, server and network technologies. Working independently, in a team, and with vendors, the role is expected to innovate with a long-term horizon 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

- Administration and maintenance of infrastructure and systems supporting broadcast production and corporate solutions, including regular checks and maintenance in line with short, medium and longer term scheduling
- 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 and critically analyse and report on infrastructure capabilities and utilisation to ensure they are adequately prepared for current needs and future growth
- Develop new procedures and innovative and effective workflows to ensure availability and operation of infrastructure.
- Recommend, design, and implement changes and improvements to ensure the achievement of a hybrid infrastructure broadcast delivery model
- Provide direction and escalation support and resolution for Support Engineers to ensure all work is carried out to best practice and relevant standards
- In collaboration with the Project Management Office (PMO) coordinate and provide specialist technical leadership and delivery for the technical design, installation, configuration, and commissioning of infrastructure
- Analyse vendors and products to evaluate and test new equipment, applications, and technologies to ensure hardware and software technologies are suitably selected for purpose and compatible for integration in line with the organisation's strategic priorities
- Ensure patches, updates, virus protection and other security initiatives are planned and implemented to ensure an appropriate level of internal and external security for all equipment
- Manage data archival procedures to ensure backup and recovery requirements of the company are met, tested and reviewed frequently in line with the long-term strategic priorities
- Provide assistance for system administration of network and storage infrastructure
- Follow and/or design and implement change control processes for all infrastructure
- Produce and ensure availability and current relevance of technical drawings, documentation and procedures which allow a high level of competency for peers and support staff.
- Lead and contribute to establishment and control of Technology policies and procedures
- Maintain and provide thought leadership as needed on latest technology and broadcast developments in line with SBS's strategic priorities
- Provide out of hours support as expected of this type of role for any changes or critical business issues which arise or are escalated, on an on-call roster

- Contribute to a register of risks, issues and limitations, contributing and providing technical specialist expertise with a long term view to the strategic planning processes within Technology and providing regular reports and status updates on tasks performed to the Infrastructure & Systems Manager
- Such other duties, within the nature and scope of the position as may be required

Technical Experience (required):

- Advanced Infrastructure and systems experience in a deadline driven, time critical environment.
- Demonstrable advanced level experience in following technologies:
    - Windows Server and Active Directory including multi-site AD environments
    - Extensive Windows Knowledge including but not limited to Clustering, Load Balancing, Certificates, troubleshooting Windows Events and Error Codes
    - Services such as GPO admin, DHCP, DNS, WEB, IIS, SQL etc..
    - Configuration Manager (SCCM / MECM) System Patch Management (WSUS)
    - Automation and Scripting such as Powershell and VBScript
    - Linux administration
    - Server Hardware (Rack, Standalone, Blades, etc)
    - Virtualisation (Nutanix / VMWare / Microsoft) and VDI
    - Cloud Technologies, Microsoft 365, SSO/MFA and Entra Connect
    - IP networks, Subnetting, VLAN, Firewall, VPN and Wifi
    - Diagnostic tools, Infrastructure Monitoring Tools and Asset Management Tools
    - Backup technologies (Commvault, Veeam, Tapes)

Technical Experience (desirable):

- Demonstrable experience in following technologies:
    - MFA experience
    - AWS / Azure administration
    - Cisco Networking technologies
    - Storage Management
    - Broadcast Radio / TV experience

Certification (desirable):

- Linux Administration (such as RHCSA)
- Vendor compute
- Vendor storage
- MCSE Server, MCSE Communications, MCSE Cloud & Infrastructure
- CCNA
- ITIL

Key relationships with other roles and external stakeholders

- Consult and work with Enterprise Architects on design and implementation of solutions
- Assist Business Analysts with information gathering, reporting and process mapping
- Provide 2nd and 3rd Level Infrastructure and incident support for various Applications Support group
- Support the Project Management Office during scoping, design, implementation and handover of Projects.
- Work with the helpdesk resolving 2nd and 3rd level incidents
- 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