



Red Bee Media Limited

JOB SPECIFICATION

Job Title: Systems Engineer

Base: Broadcast Centre, London W12

Salary: Up to £40K + on-call allowance (around 10% of basic salary)

Contract: 1 year fixed term

Job Purpose

Within Interactive Operations, Systems Engineers are responsible for the operational and technical support of a variety of interactive television and online services for public service and commercial broadcasters. Our main customer is the BBC and the engineers team support high profile, high-availability services such as BBC Red Button, BBC iPlayer and bbc.co.uk.

This role is primarily office-based but also involves on-call cover from home on a rota basis.

Reporting Lines and Key Relationships

The role reports to the Engineering Service Delivery Manager within the Interactive Operations & Payout department, and works as part of a small team of Systems Engineers, alongside Operational Coordinators, Payout and Webmaster teams.

Context

Red Bee Media specialises in the delivery and promotion of digital media and offers the complete range of services required to promote, payout and provide access to broadcast content across all media. It is unique in the breadth of broadcasting services and depth of audience understanding it offers to clients – including broadcasters and other content owners, advertisers, internet service providers and telecommunications operators globally. The company has approximately 1,500 employees in the UK, France, Germany, Spain, Asia and Australia and generates revenues in excess of £150 million. As you would expect, Red Bee Media's client roster is impressive including a number of premium brands including the BBC, ITV, UKTV, Channel 4, Five, Discovery Channel, ESPN, and JSTV.

Please log onto www.redbeemedia.com for further information.

Interactive Operations & Payout provides full service management for the payout, publication and support of interactive services on the web and digital television. These include the BBC's online and interactive television services on all platforms.



Red Bee Media Limited

Key Accountabilities and Duties

1. Proactive operational support of business-critical services across interactive television and online, including BBC Red Button and BBC iPlayer.
2. Systems administration and maintenance of Linux, Solaris and Windows operating systems.
3. Diligent execution of change requests on production, staging and development servers pertaining to interactive television and online applications to strict deadlines set by SLA.
4. Troubleshooting and resolving faults within SLA. Accurate incident reporting, communication of faults to customers, and root cause analysis.
5. Going beyond the SLA where required to complete urgent changes or fix problems in order to maintain a high level of customer satisfaction.
6. Ensuring Interactive TV applications and associated entry points are scheduled and played out correctly.
7. Administration and maintenance of MySQL and PostgreSQL databases.
8. Development and deployment of scripts for systems management, monitoring and integration.
9. Producing and maintaining documentation, ensuring it remains accurate and up-to-date.
10. Providing advice to customers and operational staff on the technical abilities and limitations of supported services.
11. Providing training and information to operational staff on use of supported systems.
12. Liaising with clients and third parties to agree specifications for new systems and software components to ensure that support and operational requirements are met.
13. Ensuring business and broadcast critical services are supported 24/7 by taking part in the on-call rota.

Core Competencies

Red Bee Media operate a competency-based recruitment policy. For the systems engineer role these core competencies are:

1. A genuine interest in the role and Red Bee Media.
2. Core systems administration skills in Linux, Solaris, TCP/IP and Windows.
3. Proven business-critical or production support experience.
4. Experience in supporting either online, interactive TV or bespoke applications.
5. Secondary technical skills outlined below under the person specification section.
6. Excellent communication skills.
7. Strong customer focus.
8. Accuracy, diligence and pride in work.



Red Bee Media Limited

Person Specification

Knowledge & Experience

Essential

1. Proven commercial experience in Linux and/or Solaris environments.
2. Proven experience supporting business-critical services in a live environment.
3. Strong working knowledge of IP networking.
4. Proven commercial experience supporting websites running Apache.
5. Excellent interpersonal skills and customer focus.
6. The successful candidate must be hard-working and take pride in their work.

Desirable

1. Working knowledge of virtualisation, particularly using VMWare ESXi.
2. Experience in shell scripting, Python and Perl.
3. Working knowledge of MySQL, PostgreSQL and Oracle databases, particularly administration.
4. Experience supporting bespoke applications in a rapidly changing new media environment.
5. Experience with content management systems.
6. Working knowledge of source code control systems such as Subversion, CVS or git.
7. General understanding of HTML, CSS, XML and Javascript.
8. Working knowledge of Java technologies such as JBoss and Tomcat.
9. Experience as a user of "Red Button" interactive TV services.
10. Knowledge of DVB standard and associated coding, multiplexing and distribution technologies.
11. Knowledge of broadcast interactive TV services and an appreciation of the technologies involved in delivering interactive content to the viewer.
12. Knowledge and experience of at least one interactive TV set top box middleware standard as commonly used in the UK.

Skills and Behaviour

1. Ability to learn new technologies and complex systems extremely quickly.
2. Meticulously methodical and accurate while delivering to daily deadlines.
3. Ability to work primarily as an integral part of a small team but also independently when required.
4. Systematic approach to resolving faults.
5. An appropriate sense of urgency when fixing business-critical faults and the ability to prioritise multiple problems when required.
6. Ability to perform under pressure and remain calm and positive in the face of setbacks.
7. Confident communication and excellent interpersonal skills.
8. Ability to communicate complex technical issues in appropriate terminology.
9. Ability to relate to customers and staff at all levels, tactfully and sensitively.



Red Bee Media Limited

10. Dealing with internal and external contacts in a helpful, approachable and confident manner.
11. Commercial awareness and an appreciation of the business context.
12. Ability to foresee relevant issues and to assist in proposing possible solutions.
13. A flexible approach, appropriate to supporting live services in a 24-hour environment.
14. Proactively seeking, proposing and implementing enhancements that will improve service reliability and resilience.

(A job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).