



Job Description

Role:	Broadcast Technician
Location:	Falkland Islands
Reports to:	Technology Manager – Falkland Islands
Key Relationships:	Falkland Island : All BFBS staff, Military key-stakeholders, Met Office, Air-Tanker, Falklands Radio, Falkland Islands Government, our audience military and civilian. Ascension Island – Encompass, MoD, Ascension Island Government, our audience military and civilian. BFBS UK - International Ops, Logistics, BFBS Engineering, Service Desk, Broadcasting & Entertainment, Cinemas, Direct To Home Team (Audit)

Role Summary:

The Broadcast Technician is required to work collaboratively with the Technology Manager and other BFBS staff and key suppliers to ensure that BFBS's Radio and TV services always remain available. They will be a highly organised person, methodical in performing their duties, with an ability to effectively manage their time with multiple conflicting requirements. They will take pride in their attention to detail and to self-develop a highly detailed level of understanding for the systems they are supporting.

In this role, you will ensure the high availability of all services 24/7. This will be facilitated through a programme of effective incident response, proactive routine maintenance tasks and a collaborative approach to *Continual Service Improvement*. Where an outage to services is likely to extend for an extended period, alternative solutions should be explored and implemented wherever possible.

Duties will include the first line support of all fixed and mobile infrastructure, plant and technical equipment at transmitter sites, studio complexes and TV Head Ends. The primary role of this position, however, is to work as part of a small team to liaise with radio programme staff regarding their support needs, to devise and maintain a support, maintenance and technical training programme for studios, Payout, CTA, radio, TV and DTH delivery systems to support and deliver the BFBS TV and Radio and other welfare services.

Reporting to the Technology Manager, you will be tasked with the provision of support functions across BFBS's Radio and TV services. They are expected to work closely with their radio programme colleagues and peers to provide outstanding support across all

services. The role will be crucial in improving and maintaining the level of service we provide to our internal & external customers.

You will build and cultivate relationships with all key suppliers. Furthermore, they will also build relationships within the Military Command, Government, and other official bodies.

In this role, you will also ensure that a collaborative relationship is established and maintained between all departments across the Falkland Islands operation and elsewhere across the business.

Your Main Responsibilities:

- Support of radio studios, including mixing desks, Myriad Play-Out systems, and ancillary equipment.
- IT desktop support.
- Support for any studio/office-based infrastructure projects.
- Support for buildings and remote site infrastructure.
- Ensure that you always adopt a Continuous Service Improvement approach.
- Ensure that you follow all operational processes in support of BFBS's Service Delivery ethos.
- Support of DTH and FM transmission systems, transmission site infrastructure,
- Satellite dish maintenance, erection, and location.
- Health & Safety for sites and staff, including Portable Appliance Testing (PAT)
- Maintain & update technical documentation across all Transmission sites and DTH locations.
- Support for other organisations such as Met Office, AirTanker, Falklands Radio etc.
- This is a manual role that involves walking to remote equipment sites and getting on and off helicopters.
- Any other duties that are commensurate with this position or reasonably required.

Person Specification

Your Knowledge and Skills	
Essential Criteria	Desirable Criteria
Safe when using electrical equipment.	Understanding of electrical theory and systems.
Understand enough about IT to be able to reconfigure a PC Network Interface.	Understanding of PAT testing, and why it is necessary.
Interest and understanding in some aspect of broadcast technology, such as radio studios, transmission and distribution systems, satellite communication systems, IT and networking, content streaming.	Understanding of IT: • IP addresses. • Network architecture. • Multi cast and its issues. • DCHP etc.
Ability to use Microsoft Office Suite and other office administration apps.	Experience of working in broadcast environment or supplier
Understanding of Cyber security and personal security issues and measures	Qualifications or training in broadcast technologies or IT.
Good level of written & spoken english	Understanding of satellite reception and/or transmission/cable distribution systems.
	Project Management / delivery experience.

Your Key Competencies	
Customer Focus	Ability to put the needs of the customer first to provide excellent service in all aspects.
Adaptability	Ability to flexibly adapt and respond to changing circumstances with a positive approach.
Communication	Ability to communicate effectively, both verbally and in writing, adapting style to suite the audience.
Initiative	Ability to take responsibility for own actions and make decisions without referring to others.

Teamwork	Ability to develop effective and supportive relationships with colleagues. Ability to quickly develop a rapport and establish positive professional working relationships, based on trust and understanding.
Resilience	Ability to remain calm and self-controlled under pressure.
Analytical	Ability to breakdown complex tasks and problems to develop creative, rational solutions.

Supplementary Conditions	
• Prepared to work in the Falkland Islands and travel overseas as required. • Full UK Driving Licence (Manual). • Prepared to undergo security check and sign the Official Secrets Act. • Medically fit to deploy to the Falkland Islands	