



Job Description

Role:	Broadcast and IT Support Technician
Location:	Chalfont St Peter
Reports to:	ITIL Manager
Key Relationships:	Head of IT Services

Role Summary:

As a key member of our Service Delivery Team, you will provide support across broadcast, media & IT services for BFBS. Working in a close team, you will assist in ensuring the continued functionality and efficiency of BFBS Technology's infrastructure to its global audience and user base.

Your primary responsibilities will range from 1st line support and triage across broadcast, media, and IT services, accurate logging of faults, troubleshooting customer issues, and timely resolution of incidents & service requests.

This role will enable you to gain industry recognised qualifications, via BFBS training programme.

Your Main Responsibilities:

- Provide technical support for a diverse range of platforms, including laptops, Macs, mobiles, and broadcast infrastructure. This involves troubleshooting, diagnosing, and resolving technical issues to maintain optimal functionality.
- Engaging with users to understand and address their requests promptly, demonstrating effective communication skills in resolving technical issues.
- Routing audio sources into radio transmission, satellite, and web-based platforms
- Logging incidents into our helpdesk system, ensuring comprehensive documentation of issues and service requests.
- Undertake any other duties that are commensurate with this position or reasonably required.

Person Specification

Your Knowledge and Skills	
Essential Criteria	Desirable Criteria
A relevant technical qualification or ability to demonstrate appropriate experience.	Experience in a technical or operational support role.
Ability to follow technical procedures or documentation.	Understanding of good customer service and how this can be achieved.
	Experience writing or following detailed documentation.

Your Key Competencies
Work proficiently with others to achieve team and organisational tasks.
Communicate effectively, both verbally and in writing, adapting style to suit the audience.
Develop effective and supportive relationships with colleagues.
Adapt and respond to changing circumstances with a positive approach.
Use time effectively and efficiently to achieve work tasks

Supplementary Conditions
Prepared to undergo security check and sign the Official Secrets Act. Willing to travel across the UK to assist Engineering teams with broadcast and live event support. UK manual driving licence (preferred) Willingness to work operational patterns Monday to Friday: 06:00 – 14:00 09:00 – 17:30 12:00 – 20:00