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| **1. Position Details** |
| **Position Title:**  | **Broadcast Support Engineer/Specialist** | ***Position Code:***  |   |
| **Position Type:**  | [ ]  *Editorial* [ ]  *Support* [ ]  *Executive Management* | ***Position Grade:***  |  |
| **Base Location:**  |  | **Group:** |  |
| **Division:**  | MENA Division |
| **Channel / Directorate:**  | Technical Operations Directorate |
| **Department:** | Technical Support Department |
| **Section:**  | Broadcast Support Section |

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| **2. Relationships** |
| **Report to :** (Supervisor’s Position) | Head of Broadcast Support |
| **Supervise :** (Subordinates’ Positions) |  |
| **Internal contacts:** | Technical Operations, IT, |
| **External contacts:** | Services suppliers, Engineering systems manufacturers, Consultants, Projects, contractors |

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| **3. Position Purpose Summary:** |
| The Broadcast Support Engineer/Specialist is responsible in installing, maintaining, operate and repair building services equipment including HVAC, generators, precision units, UPS’s and all aspects of power distribution systems. |

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| **4. Key Responsibilities and Accountabilities:** |
| • Installs, maintains, modifies, operates and repairs broadcast equipment and systems, including the latest multimedia technology.• Working alongside others in the technical department, broadcast engineers use a wide range of equipment and systems to ensure that program are transmitted across different transmission centres at the correct times and to the highest standards of technical quality.• The work can be based in a variety of locations and situations for television. Many programs are broadcast from studios, but work can also include outside broadcasts (OBs), which involves transmitting sound and images ensuring that they are relayed live back to a studio on 􏰃me to the highest possible level of quality.• Perform the Daily Engineering Equipment Checklist for equipment under broadcast area.• Perform the Daily Engineering Service Checklist pertaining to broadcast area.• Ensure that the station is on air without interruption.• Handle the support of complex broadcast systems.• Troubleshoot, resolve problems, complaints and questions regarding services in a timely and efficient manner.• Build and execute periodic maintenance plan, down time requirement for all Broadcast IT system.• Interpret and implement instructions and requests from producers, directors, and other end users.• Perform periodic checks and adjustments to confirm equipment ready for operations and use.• Create and update system diagrams according to system expansion and modification.• Handles materials requisitions and projects requirements and study bidder proposal.• Minimize loss of service at times of equipment failure by rapidly identifying and implementing alternative methods of service provision. • Coordinate with the team of engineers and technicians to develop and maintain station facility and provide advice on Broadcast equipment’s issues and needs.• Perform periodic checks and adjustments to confirm equipment ready for operations and use up to the station‘s standard.• Create and perform ongoing repair, maintenance programs, and equipment replacement programs.• Perform preventive and corrective maintenance.• Create specifications of broadcast projects; manage systems engineering schedules, related cost, feasibility calculations and risk performance.• Participate in the design, construction, equipment selection and implementation of current and future broadcast facility. • Provide emergency restoration procedures for broadcast facilities.• Perform technical evaluation and recommendation on broadcast projects.For Building Services Function:• Maintain, support and operate all services in the station's building, including Electro-Mechanical Services (Chillers , AHU’s, FCU’s, Precision Units, Split units) UPS, Generator sets, ATS panels, CCTV, Access control, BMS, Fire Fighting System, FM200.• Support all other activities involved in building service systems such as all types of support to Broadcast Engineering for arranging the furniture’s, Small Carpentry, Carpet works.• Design and implement changes, recommends modifications, upgrade of existing building facilities and maintaining full system documentation.• Provide presentations, training assistance, procedures, and manuals and develops unit documentation and database.• Document and report all required feedback including; weekly unit performance, unit challenges and weaknesses, needs and requirements, reports requested by management, and escalate any issues that need management support.• Coordinate with other sections, units for smooth daily operations.• Create ongoing repair, maintenance programs, and equipment replacement programs.• Create specifications of electrical and mechanical materials requisitions and projects; manage systems engineering schedules, related cost, feasibility calculations and risk performance.• Participate in the design, construction, equipment selection and implementation of current and future building facility.• Provide emergency restoration procedures for electrical and mechanical facilities.• Perform technical evaluation and recommendation on electrical / mechanical projects.• Lead team of engineers and technicians to develop and maintain station facility and provide advice on Building equipment’s issues and needs.• Keep equipment broadcast operational by coordinating maintenance and repair services; following manufacturer's instructions and established procedures.• Review the daily report for comments on broadcast equipment failures and act to repair and follow up on them.• Draw and submit daily technical report regarding broadcast and electronics equipment repairs and installations.• Conduct troubleshooting and address any pending maintenance issues relevant to broadcast and electronics equipment.• Assess any technical issues reported to determine root cause and take swift action to fix and report them.• Participate in the technical evaluation of received equipment and systems.• Support Broadcast Engineers on installing and testing repaired and newly acquired equipment.• Lead team of engineers and technicians to develop and maintain station facility and provide advice on Broadcast equipment’s issues and needs. |

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| **5. Other Responsibilities** |
| • Sound practical and theoretical knowledge in UPS systems, ATS panels, Generators and all types of Power distribution and lighting systems OR: HVAC systems, BMS systems, Plumbing and sanitary systems and all types of power distribution and lightings. • Practical knowledge in fire alarm and fire fighting systems, security systems, CCTV systems and all other activities involved in Building Services systems such as support to broadcast technology groups for broadcasting and IT requirements including arranging furniture, cabling, monitor installations, small carpentry, carpet works, and door maintenance. • Coordinate the activities and tasks required to fulfil internal and external auditing plans.• Assist and coordinate the preparation of proper documents, records and evidences for all business processes and areas as per the auditing programs requirements.• Follow-up and coordinate the resolution of the audit points/ findings with relevant to processes with the concerned parties• Follow-up ad coordinate the implementation of the actions and improvements as per the improvement plans• Coordinate the training matters of the Maintenance facility department with training institutes and concerned parties. |

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| **6. Job Requirements and Qualifications** |
| **Education:**  | Minimum Bachelor Degree in Electrical or Mechanical Engineer (HVAC Systems) |
| **Experience:**  | Minimum 2 years’ Experience in Broadcast related fields. Facility maintenance management background. |
| **Skills:**  | • Good, clear, speaking reading and writing in English essential• Arabic speaking is an advantage• Ability to work as a team player is essential• Ability to work extended hours in high pressure environments.• Be flexible and willing to adapt to various situations and rotating shift patterns.• Ability to work under pressure with logical thinking.• Good problem solving skills and prioritization• Experience of Broadcast Production or Data Centre type facilities is an advantage.• Strong awareness of health and safety |
| **Knowledge** | • Knowledge in complex technical drawings and reports• Practical and theoretical knowledge in UPS system, ATS panels, Generators and all types of power distribution; HVAC System, BMS system, plumbing and sanitary system and all types of power distribution system and lighting. • Knowledge in Electrical, and Electronic safety and health requirements.• Knowledge in basic measurement and testing instruments for power and signal testing. |
| **Abilities:**  | • Able to learn, understand, and apply new methods• Able to effectively prioritize and execute tasks in a high-pressure environment• Able to change and improve |
| **Core** **Competencies:** | 1- beIN Sports ethics and code of conduct.2- beIN Sports spirit.3- Diversity.4- Integrity. |
| **Work Environment:**  | Office based Work |
| **Job Demands:**  | Physical characteristics: |  |
| Other characteristics: |  |

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| **7. Performance Measures** |
| • Meeting technology group KPIs• Quality and accuracy of deliverables• Delivering services within agreed quality, and time• Contributes to the development of innovative solutions, services and process improvement• Ensure Security of delivered services and projects |

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| **8. Tools and Equipment** |
| • Service Management Tools• Document Management Systems• Computer and Internet• Physical tools• CA/7-0113 BS-SupTech v 1.0 |