

## JOB DESCRIPTION

### Operations Engineer, Technology

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#### CONTEXT

Everyone TV runs the UK's free-to-view TV platforms – Freeview, Freesat, and now Freely.

Freeview is the UK's largest TV platform, watched in over 15 million homes. Freeview Play, our live and on demand TV service, is used on five million devices. Freesat serves 1.0 million homes carrying over 170 channels and offering linear TV over satellite and on demand content over the internet.

We're also leading free TV's evolution for a streaming age through the creation of our new Freely service which launched on smart TVs in 2024, bringing aggregated live channels and free on-demand content to UK viewers over the internet for the first time.

Everyone TV is a joint venture which is owned and supported by the UK's leading public service broadcasters (PSBs) - BBC, ITV, Channel 4 and Channel 5. We are not-for-profit and funded directly by our Members, and revenues from a range of commercial activities.

Our mission is to champion free TV for all. We're passionate about bringing together great TV in one place, for free, for the nation. Working in partnership with the PSBs and many other industry players, we are focused on offering the best free TV experience to UK viewers across terrestrial TV, satellite TV and increasingly internet TV, ensuring that free TV – with public service broadcasting at its heart – remains as strong and vibrant in the future as it has been to date.

#### THE WAY WE WORK

**Ambitious – We aim high.** We are determined and ambitious about our work, always delivering the very best for our viewers.

**Collaborative – We achieve together.** We create strong partnerships based on trust and respect.

**Supportive – We grow together.** We learn from each other, and we invest in people's wellbeing and development.

#### ABOUT THE ROLE

Everyone TV is responsible for the operation and maintenance of back-end systems and front-end applications which provide viewers/users with the Freely, Freeview and Freesat TV experience across TV, web and mobile. These systems operate within the

wider UK TV ecosystem providing access to Linear and On-demand TV programming made available by the UK's broadcasters.

Everyone TV's Technology Service Delivery team works with internal teams as well as external suppliers and partners to ensure our viewers' TV service is maintained and available 24/7. We understand the end-to-end delivery chain for linear and on-demand programmes, with particular focus on the components for which Everyone TV is responsible. We handle issues and changes to the service as well as engaging in project delivery that brings new features to improve the viewer experience.

Your work will cover a range of technologies including terrestrial and satellite broadcasting, IP video streaming, consumer electronics, web applications and cloud computing services.

You will work closely with colleagues supporting each other when required.

The team also provides an out-of-hours support service to deal with operational emergency situations relating to our platform. As such we operate a rota system between all members of the team which requires 1 week of every month to be on call (additional compensation on top of base salary awarded).

## RESPONSIBILITIES

- Incident management, including first-line triage and response, escalating internally and/or externally where required.
- System maintenance and proactive work to reduce the risk of outages.
- On-call duties as part of a rota for out-of-hours operational support.
- Contributing to the improvement of monitoring systems and incident management processes and runbooks.
- Working with Platform Operations, particularly the Viewer Operations team to ensure that information on issues is available to viewers along with any remediation options.
- Change management, particularly changes to TV channel and on-demand service line-up.
- Wider change management, including software updates to Everyone TV products – front-end applications and back-end services – with focus on maintaining quality of service to viewers.
- Project work, as assigned, to ensure transition of new products and features into service with adequate knowledge and application of operational processes.

## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Experience of working in an Operations role, including systems maintenance, monitoring, and following procedures.
- Experience of working with 3rd party suppliers and customers.
- Good levels of situational awareness and the ability to work efficiently under pressure.
- Good written and verbal communication skills for the clear flow of detailed information.

The following skills or experience are desirable:

- Familiarity with cloud-based infrastructure.
- Engineering experience within the TV broadcast sector, including within data centres and cloud computing services.
- Experience of using ticketing systems such as Atlassian Jira or similar for work/task management.

## PERSONAL ATTRIBUTES

- Ability and willingness to proactively assist in all areas of the operation plus an ability to work independently or as part of a team.
- Ability to understand needs, problem-solve and find solutions.
- Motivated to take responsibility and pride in work.
- Enthusiasm to learn and develop understanding of the technology behind our platforms.
- Helpful, considerate team member who always collaborates with their colleagues.
- Strong attention to detail, well-organised, persistent, eager to learn.
- Effective listening skills, good verbal communication skills and a desire to work with and facilitate external suppliers and partners in a constructive way.
- Thrives when working in a demanding and dynamic small company.
- Passion for the success of the UK television industry.
- Able to work with internal and external stakeholders and manage relationships effectively.

## LOCATION

The role is based in Everyone TV's central London offices, at the South Bank.

We are a flexible working employer and the company currently works a hybrid pattern.