JOB DESCRIPTION

Senior QA Engineer, Technology-12-Month Fixed Term Contract

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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

This role reports into our Controller of Technology Partnerships providing expertise and technical support in video on demand (VOD) and linear IP services to television devices.

The Technology Partnerships team is responsible for the testing and approval of television, set-top-box and other form-factor devices and the management of technical relationships with manufacturers, operating system providers and broadcasters. We look after the Freely, Freeview Play and Freesat connected TV services.

The successful candidate will work closely with the Everyone TV's testing facility in Bedford, supporting that team with:

- Design and management of test processes and tools to be used in the approval or fault finding of TV devices - ensuring our QA function operates effectively.
- Senior oversight of testing and approval of TV devices and content provider applications.
- Proactive identification and resolution of gaps in test coverage together with definition and management of new test coverage requirements.
- Management of partner relationships.
- Analysis of complex VOD and IP linear problems on our products in support of ETVs partners.

A key responsibility for this role will be the testing of the new Freely TV service which launched in May 2024 as well as applications such as iPlayer and ITVX. The role holder will be in close liaison with other partners who focus on testing and service delivery, both internal and external.

They will be called upon to diagnose and manage issues with the interplay between Everyone TV, TV manufacturer and broadcaster systems through to resolution. Additionally, the role holder will manage the testing of TV manufacturers' software to ensure their products deliver great experiences which are in line with our product vision.

This work is a central part of building and evolving our world-leading and award-winning TV platform ecosystem.

RESPONSIBILITIES

- Design and implementation of test frameworks and strategies (including automation) for TV device validation.

- QA oversight of the scope of testing for the approval of TV devices and content provider applications.

- Proactive identification and resolution of gaps in test coverage together with definition of new test coverage requirements.

- Management of technical relationships with TV manufacturers, operating system vendors and/or broadcasters.

- Lead on the fault finding of HbbTV based VOD applications and HbbTV Operator Applications.

- Supporting the development of technical skills in other team members.

- Improving our processes and offering guidance to other groups within ETV.

- Development and improving Everyone TV's test procedures to ensure efficiency of operation.

- Providing subject matter expertise to other teams to ensure colleagues have a clear and accurate understanding of the systems and services we operate.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Detailed experience of testing software or consumer devices for performance and accessibility.

- Experience of DRM systems e.g. PlayReady and Widevine.

- Excellent IT skills including the use of specialist test tools to fault find and perform root cause analysis of TV devices.

- An interest in developing the use of AI tools to increase efficiency and effectiveness of testing and management.

- Experience with root cause analysis and bug triage.

- Proficiency in log analysis and debugging techniques.

- Detailed experience of Cloud based systems and/or Linux (/Unix/OSX) configuration.

- Excellent planning and organisational skills.

- A clear and analytical approach to problem investigation and root cause analysis.

- Excellent attention to detail and an eye for improving processes.

- Experience managing technical relationships with partners.

- Detailed knowledge of TV technologies, including IP video playback.

- Experience debugging web-based applications and services.

- Experience of Jira, Confluence, TestRail, Git, Docker, Jenkins/GitHub Actions.

- Experience with streaming quality metrics (buffering, startup time, bitrate adaptation) and performance testing methodologies.

PERSONAL ATTRIBUTES

- Enthusiasm for technical problem investigation.

- Helpful, collaborative and considerate team member who always supports their colleagues.
- Positive and enquiring mind that gets to the root cause of an issue.
- Excellent communication skills and ability to get your message across clearly.
- Excellent interpersonal skills.
- Strong work ethic with a positive, can-do attitude.
- A collaborative team player and positive working style with the ability to build and maintain working relationships across online and in-person hybrid working.

LOCATION

The role is based in Everyone TV's London office with travel to our Bedford office required.

The company offers flexible working, and we are currently working a hybrid pattern.