

JOB DESCRIPTION

Principal QA Engineer, Technology Team

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 is a permanent position within Everyone TV's Technology Partnerships team. We are looking to bolster the technical support we provide to our partners by recruiting someone who has extensive experience testing consumer electronics devices.

The team is responsible for the testing and approval of television and set-top-box 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 be primarily based at Everyone TV's testing facility in Bedford as part of a 6-person team and will split their time between: managing partner relationships, testing devices or applications, fault finding and root cause analysis, enhancing our testing operation and supporting the development of junior team members.

A key responsibility for this role will be the testing of the new Freely service which was launched in May 2024 as well as applications such as iPlayer and ITVX. The role-holder will be in close liaison with technical teams from TV manufacturers and the primary UK broadcasters. They will be called upon to diagnose complex issues and to manage the testing of TV manufacturers' software to ensure their products deliver great experiences.

This work is a central part of building a TV platform that is the best in the world!

The role will require excellent planning and administration skills together with a passion to learn new technologies.

RESPONSIBILITIES

- Design and ownership of the QA strategy for Everyone TV's consumer facing platforms and Hybrid Broadcast and Broadband Television (HbbTV) applications.
- Manage technical relationships with TV manufacturers, operating system vendors and/or broadcasters.
- Lead the testing, approval and fault finding of HbbTV based Video on Demand (VOD) applications and HbbTV Operator Applications.
- Lead the testing and approval of TV devices for Freely, Freeview Play & Freesat platforms.
- Support the development of technical skills in other team members.
- Improving our processes and guidance to other departments.
 - Development and improving Everyone TV's test procedures to ensure efficiency of operation ensuring best practice is used across the business.
 - Providing subject matter expertise to other teams to ensure colleagues have a clear and accurate understanding of the systems and services we operate.

SKILLS AND EXPERIENCE REQUIRED

- Excellent planning and organisation skills.
- A clear and analytical approach to problem investigation and root cause analysis.
- Excellent attention to detail and an eye for improving processes.
- Excellent IT skills including the use of specialist test tools to fault find and perform root cause analysis of TV devices.

- An ability to draw upon diverse test and analysis procedures, to provide root cause analysis of complex issues spanning organisations.
- Experience of Linux (/Unix/OSX) configuration.
- Extensive Experience managing technical relationships with partners and internal stakeholders.
- Experience or an understanding of testing software or consumer devices.
- Detailed knowledge of TV technologies, including IP video playback.

The following skills would be desirable:

- Experience working with people from a range of cultures and backgrounds.
- Experience debugging web-based applications and services.
- Experience of Jira, Confluence, TestRail and/or other testing and bug tracking systems.

PERSONAL ATTRIBUTES

- Enthusiasm for technical problem investigation.
- Strong communication skills and able to get messages across clearly and confidently.
- Collaborative and has strong interpersonal skills – positive and confident and able to build strong working relationships with a wide range of stakeholders, of different seniority levels, both inside and outside of the company.
- Committed, proactive and driven to deliver.
- Resilient and able to deal with setbacks.
- Shows initiative and flexibility, even when working under intense pressure.
- Adaptable and able to work in a demanding and dynamic small company.
- Well organised, responsive, with exceptional attention to detail.
- Shows initiative and flexibility, even when working under intense pressure.
- Supportive team player and helps promote a diverse working culture.
- Aware of own development needs and relishes the opportunity to expand the breadth of their skills and knowledge.

LOCATION

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