

APPRENTICESHIP STANDARD – Broadcast and Media Systems Technician

OCCUPATIONAL AREA: Broadcast and Media Systems Engineering

A Broadcast and Media Systems Technician (also known as Support Technician, Maintenance Technician, Communications Technician, Support Desk Analyst, Control Room Technician, Machine Room Technician and Associate Broadcast Engineer) is responsible for operating and maintaining the broadcast and media systems which underpin the media and entertainment industry. It's fast paced, dynamic and constantly changing. Technicians need to be able to respond quickly to reports from Broadcast and Media Systems Operators to problems, faults and the loss or degradation of services to ensure customers experience the best possible service. The broadcast industry operates 24/7 and the reliability and integrity of broadcast and media systems is critical to the delivery of TV, radio and online services. Operating and maintaining these systems is demanding and may require out of hours working through shift working or on call rotas. Technicians will typically work for a broadcaster or media services supplier or broadcast equipment supplier/manufacturer. This role could be located in a broadcast or operations centre in production control rooms or playout operations, at customer premises or at external transmission sites.

CORE SKILLS, KNOWLEDGE AND BEHAVIOURS Broadcast and Media Systems Technician

WORK ASPECTS	KNOWLEDGE & UNDERSTANDING: A Broadcast and Media Systems Technician knows and understands:	SKILLS: A Broadcast and Media Systems Technician is able to:
Broadcast and Media Systems	<ul style="list-style-type: none"> • The regulatory environment of the industry and how it impacts your role • How to use processing and media equipment • How signals originate, are measured, transported and stored by systems • Ethernet and IP technology, network components • Client server systems, virtualisation and remote access technology • Content protection and information security • The principles of power supplies and environmental controls • The quality and service delivery levels expected by the customer • The commercial pressures , deadlines and organisational working practices • Quality standards that apply to broadcast systems 	<ul style="list-style-type: none"> • Apply evaluative skills to test a range of electronic circuits • Use software and hardware diagnostics tools and connectivity protocols to interface and integrate broadcast systems • Assess and advise on the technical quality of sound, pictures and data to colleagues, customers and suppliers • Take ownership to resolve and/or escalate faults/incidents following the correct Company procedure • Use test equipment correctly, evaluate the results and take the appropriate course of action • Contribute to root cause analysis and fault finding • Apply relevant technical standards for media workflows • Interconnect and trouble-shoot video and audio signals

	<ul style="list-style-type: none"> • Company Disaster Recovery procedures • Electrical and electronic principles • Fault finding process and procedures • Maintenance schedules and procedures 	<ul style="list-style-type: none"> • Support the upgrading, modification, maintenance or expansion of existing platforms and technology • Ensure the delivery of all systems and services to customers in line with agreed service performance standards • Analyse workloads, arranging and prioritising tasks as necessary
Health & Safety	<ul style="list-style-type: none"> • Workplace Health and Safety legislation, processes and procedures • How to safely use all tools and equipment • Company procedures for reporting hazards and risks to the appropriate personnel • The main hazards to health and safety relevant to your role 	<ul style="list-style-type: none"> • Follow organisational Health and Safety policies, practices and procedures • Identify, mitigate and report any incidents or risk to the appropriate personnel • Complete a Risk Assessment in line with your Company procedures

Behaviours

A Broadcast and Media Systems Technician will be expected to demonstrate:

- Working effectively both individually and collaboratively as part of a team
- Develop and maintain own competence and knowledge in broadcast and communications technology
- Work accurately with attention to detail
- Building and maintaining a positive relationships with colleagues, customers and suppliers
- A strong work ethic and commitment in order to meet the standards required
- Recognition and compliance with workplace legislation, policies and procedures
- The ability to think creatively and solve technical issues

Qualifications

Apprentices without English and Mathematics at level 2 must achieve level 2 prior to taking their End Point Assessment. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3, and British Sign Language qualifications are an alternative to English qualifications for those whom this is their primary language. Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Duration

The apprenticeship will typically take 24-36 months to complete.

Level

This apprenticeship is set at level 5.

Review date

This standard will be reviewed three years from publication.