



SEYCHELLES BROADCASTING CORPORATION

JOB DESCRIPTION

Post Title:	Broadcast Systems Support Officer
Responsible to:	Senior Systems Support Officer
Salary Band:	Band 03-04

Job Purpose

Provision of professional support for all equipment and services under the responsibility of Technology Section.

Key Result Areas

FUNCTIONAL

Installation, maintenance and repair of a wide variety of electronic and computer systems used by the SBC.

- Build, configure, test and install computers, printers, network and IP broadcast equipment.
- Carry out authorised software installations on workstations, keep them in good working order and provide basic training to end users.
- Install network cabling, ducting and computer networking devices.
- Systematically analyse reported issues, troubleshoot, provide and document solutions.
- Implement approved solutions or escalate issues related to your area of functionality
- Carry out internet research as part of troubleshooting and your own knowledgebase growth.
- Carry out basic electronic repairs and troubleshooting.
- Carry out regular computer, printers, and peripherals servicing/maintenance duties.
- Make recommendations for equipment replacement if necessary.
- Provide user systems support by phone, remote access and on site including remote offices.
- Maintain computer and network security at all times in strict accordance to the SBC IT Policy.
- Assist in SBC station productions, including outside broadcasts.
- Source for quotations and carry out procurement duties.
- Work on small projects individually or as part of a team.
- Produce reports on all matters associated with area of functional responsibility, whenever required

FINANCIAL

Ensure cost-effective utilisation of Resources.

Specifically:

- Eliminate or Reduce Wastage, where identified
- Continually find ways to perform functions cost-effectively
- Proper Planning to reduce costs
- Ensure equipment & assets are used and maintained properly
- Contribute in Budgeting and Cost-control, where required/requested

A job description is a written statement of the essential characteristics of the job, with its accountabilities, principal job purpose & results areas. It incorporates a note of the skills, knowledge and experience required for a satisfactory level of performance. It is not intended to be a complete, detailed account of all aspects of the duties involved. Nor does it supplant contractual obligations.

- **Assist in the development and promotion of a Safety, Health & Environmental culture within the SBC.**
 - Promote Safe & Healthy conduct at work
 - Set a personal example in Health & Safety compliance through:
 - Observing safe working practices as advised and instructed
 - Considering Safety & Health of self and others who may be affected by work activities
 - Be an advocate of greener environmental practices, notably in Energy saving and cutting down on waste
 - Report Incidents or Hazards which have led or may lead to injury
 - Build and enhance an adequate knowledge of, and compliance with the Health and Safety principles and practices, consistent with your responsibilities

Essential Qualifications/Experience

- At least 2 years' experience working in a similar (IT-related) position.
- City & Guilds Diploma in Telecommunications or Advanced Diploma in Telecommunications or professional IT networking certification.
- Ability to communicate well, verbally and in writing with both internal and external customers.
- Good organisational and time management skills.
- Strong self-motivation and the ability to work with a degree of autonomy and to use one's own initiative.
- IT Competent, particularly in use of Email, Microsoft Word and Excel at Intermediate Level

Desirable Qualifications / Experience

- Electronics and/or Electrical fault-finding
- Full Driving Licence

Core Behavioural Competencies

COMMITMENT	<ul style="list-style-type: none"> • Demonstrates consistent application of focused energy to fulfil obligation and objectives. • Capable of dealing effectively with significant pressure. • Demonstrates a strong results orientation. • Willing and able to put the needs of the organisation before individual or departmental needs.
JUDGEMENT	<ul style="list-style-type: none"> • Able to reach sound productive decisions and conclusions through a process which includes actively gathering information from a range of sources and perspectives, and honestly assessing the decision-making environment, including the risks and benefits.
COMMUNICATION	<ul style="list-style-type: none"> • Able to communicate with clarity using a range of methods and styles suited to the purpose and audience. • Effectively communicates ideas and is able to get their point across with colleagues and external stakeholders alike. • Able to listen to others.
TEAMWORK & INTERPERSONAL SKILLS	<ul style="list-style-type: none"> • Demonstrates a clear capability to actively contribute as part of a team. • Proactively shares information with others and encourages mutual support. • Able to develop and maintain sound interpersonal relationships with others. • Behaves in a manner that is accepting and inclusive of all people, adapting style, approach and communication accordingly. • Is non-discriminatory and open to changing beliefs and perceptions. • Behaves in a professional and appropriate way to set the right example in the workplace.
CHANGE CAPABILITY	<ul style="list-style-type: none"> • Demonstrates enthusiasm for change and capability to adapt to changing circumstances. • Contributes new ideas and willing to challenge the status quo. • Has the ability to push the boundaries to seek continuous improvement. • Constantly looks to improve ways of working and shares constructive ideas and suggestions to do this.
BUILDING RELATIONSHIPS	<ul style="list-style-type: none"> • Puts continuous effort into building and maintaining relationships. • Accepts conflict as an opportunity to strengthen the relationship. • Responds willingly to requests for help and information, where possible. • Is honest and open. • Works collaboratively with others. • Keeps stakeholders up to date with activities and progress to maximise trust.
ACHIEVEMENT DRIVE	<ul style="list-style-type: none"> • Performs tasks to a high standard. • Has a 'can-do' co-operative style, works hard and likes to get things done. • Is motivated by success and finishing what have started. • Plans and prioritises workload in order of urgency and importance. Able to prioritise effectively and plan flexibly to be able to deal with change. • Capability to structure workload in a realistic way. • Able to take responsibility for ensuring work is completed to a standard which meets expectations • Strives to get things right first-time • Willing and able to use initiative.