TWOFOUR

JOB DESCRIPTION

JOB TITLE:	Technology Support Analyst
REPORTING TO:	Head of Technology
LINE MANAGER OF:	N/A
JOB LOCATION:	Plymouth

MISSION (MAIN PURPOSE OF JOB):
To work to the Head of Technology, providing technical support to staff and freelancers within our Plymouth office. To manage and install equipment to ensure that Twofour's Production and Post Production departments receive the necessary support for the smooth and efficient running of their operations.

DETAILED DUTIES:	
1.	To work with the Head of Technology and the Post Engineering team to implement and maintain a secure and scalable Post environment to allow for the provision of on-premise and remote editing. This must adhere to defined security requirements and it is expected as part of this role you will come to be able to understand and implement the fundamentals of: Computing Security, Networking, Windows Servers, Active Directory, Software Deployment Systems, Antivirus, Security and Logging systems both on-premise and within Cloud services.
2.	To work with the ITV Technology teams where required to maintain services for the Twofour corporate environment (for example Network Patching, Desk moves, Provision of Power, Printers, Audio / Visual equipment).
3.	To work with the Head of Technology, ITV Technology and Twofour users to manage Twofour's stock of laptops, monitors, ipads and mobiles. This includes issuing any of the equipment to our staff and freelancers, keeping a record to ensure all equipment is accounted for at all times.
4.	To assist Twofour staff members with maintaining ITV end devices and ITV services (for example helping users to log support tickets, help upgrade user laptops where needed, assist with "how do I" within Google).
5.	To have responsibility for the installation and maintenance of all Twofour owned or controlled client computers and all the software running on those systems. This includes setting up systems for local and remote editors, productions and Video Conference systems, and keeping a record to ensure all equipment is accounted for at all times.
6.	To work with the Post Engineering, MCR teams and the Head of Technology to provide 1st / 2nd Line support for on-premise and remote editing systems (and editors). This may include additional out-of-hours working where required.

7.	To assist the Head of Technology / Head of Production in the design, creation and installation of technical solutions for productions. This may include going on location with the production, supplying and installing technological equipment, and working within the production providing technical services (for example setting up the production office, cabling or operating within the gallery, running systems such as LiveU for remote broadcast).
8.	To assist the Head of Technology in running a hire pool of equipment for productions (and where appropriate, for Post Production and corporate) which includes asset management and tracking, purchasing of equipment (either on production or on own budgets) and managing production-related hire charges (including for non-return, breakages, misuse, etc.) through invoicing.
9.	To assist the Head of Technology to provide secure and functional buildings for Twofour. This includes assisting with technical systems such as CCTV, Door Access Control and calling in contractors where required.
10.	To keep up-to-date on new technologies becoming available and to help identify areas where new technologies can provide cost savings, better working practices, new opportunities for Twofour or facilitate with the solutions for productions.
11.	To deputise for the Head of Technology undertaking various aspects (within the roleholder's expertise) of the role during periods of absence.
12.	To maintain and update our company website, Production Management portal and Intranet.

Please note that the above list is not exhaustive and you may be required to undertake additional duties of a similar responsibility level as and when required.

SPECIAL FACTORS:
● Travel between Twofour or ITV sites / production locations as required.
● Provision of out-of-hours support as required.

COMPETENCIES (PERSON SPECIFICATION)

CRITERIA	ESSENTIAL	DESIRABLE
Education & Experience	Previous workplace experience in an IT environment, as part of either an administration or operational support role.	Relevant IT qualifications (CompTIA, degree-level or equivalent, Microsoft MCPs, Cisco CCNA or other alternative IT course). Practical experience with "network or server" administration.
Knowledge	Full understanding of all laptop/PC components. Understanding of the basics of Networking (IP, DNS, DHCP).	More advanced knowledge of networking knowledge such as VLANs, routing, wireless configuration and firewalls.

	Demonstrable knowledge of cyber security matters and protocols. Understanding of the importance and need for confidentiality with an ability to maintain all necessary confidences.	Experience with Windows server. Experience with Active Directory, creating users and groups and using Group Policy. Experience with Linux and command line interfaces. Any knowledge of video or video production (for example video codecs, video formats / resolutions, editing software).
Specific Skills	Ability to work efficiently with excellent organisational and prioritisation skills. Excellent interpersonal skills with the ability to explain technical issues to non-technical people. Excellent problem diagnosing and solving skills using all resources available.	
Personal Attributes	Ability to build excellent working relationships with internal/external clients. Ability to think logically with good problem-solving techniques. Self-motivated with the ability to self-manage and work unsupervised. Punctual and reliable.	
Other Requirements	Ability to travel between sites and to production locations (this could be abroad). Willingness to work flexibly as required.	

Over time this job description/person specification may be subject to change as the duties and role evolve.