JOB DESCRIPTION

Role Title: Customer Fulfilment Engineer
Department: Customer Fulfilment
Reporting To: Engineering Manager
Employment Status: Permanent, Full time
Location: Home Based (Pebble have a fully remote working operating model)

Pebble Beach Systems Limited, trading as Pebble, is a leading provider of software and solutions to broadcasters worldwide; we deliver the technology which controls the playout of nearly 2000 TV channels in more than 50 countries worldwide. We are an established, expanding global company with a head office based in Epsom, Surrey, UK.

Since the company was founded in 2000, we have established a strong reputation for technical innovation and exceptional customer service in the mission-critical space of broadcast playout. Customers include Encompass USA, ZDF Germany, Globo Brazil, MBC Dubai, Bloomberg UK. TV2 Denmark, ART Jordan and Phoenix TV Hong Kong.

This is an exciting time for the Pebble business as we gear up to launch a number of new enhancements, expand into new markets, and enhance our digital and online presence and promotional activities.

The Role:

The Customer Fulfilment Engineer ("CF Eng") will report to the Engineering Manager within the Customer Fulfilment department, working across projects and support activities. The role works closely with other Pebble departments including Project Management.

The CF Eng role will be involved in both Project and Support. As part of the Projects, the role would deliver one or more concurrent projects to commission new Pebble product installations, as directed by the Project Management team. In the Support, responsibilities are based around delivery of our SLA - investigating existing customer system issues and providing sufficient diagnosis to be able to recommend and implement corrective action, in addition to answering customer questions and implementing change requests. If a software fix is required for a fault, the CF Eng is expected to provide detailed information into the JIRA issue management system ticket, to allow the Development team to estimate the development needed and work on a fix. Working closely with Development is a key part of the role as it may require being involved in replicating the issue, recommending correct/expected behaviour and testing any provided code, prior to release to the customer.

Once adequately trained there would be a requirement to join the on call rota to support customers out of UK business hours.

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Pebble Beach Systems Ltd. (trading as Pebble) | Registered office as above | Registered in England & Wales No. 3944834 | Vat No. 733 725 433

Pebble has customers based all over the world, and as such the role will require some travel to customer sites. Where possible and practical, Pebble encourages customers to allow remote configuration of systems, in line with our commitment to reduce our carbon footprint.

<u>Skills and Attributes</u>

- In-depth knowledge of how the Pebble software works internally (Pebble Value: Be the expert)
- Knowledge of other products that our software has to interface to, and just as importantly, how broadcasters operate including software interfaces to and control of video servers, mixers, graphics devices, subtitlers and so on (Pebble value: Find a solution)
- Deliver projects to the agreed plan
- Keep up-to-date with different mix of products, and these products as they evolve and technology advances
- Working with partners to build, commission, integrate and test (Pebble Value: Success through partnership)
- Continuous improvement in the build and delivery process
- Completing annual departmental objectives

Responsibilities:

- To set up a system; install, configure, test and commission our software solutions
- Preparation of testing material, video, audio, subtitle and graphics, where necessary
- Provide user training with specialist knowledge
- Document the system configuration as accepted by the customer
- Fault finding; capturing logs, analysing faults, replicating the issue, ticket creation
- Deployment of software for upgrades, rollbacks and hotfixes in a methodical manner
- Database configuration, troubleshooting and querying
- Backup and restore of customer configuration
- After an initial period in the role gaining experience, becoming a member of an on-call rota for customer emergencies outside office hours

Experience & Qualifications:

- Highly technical and analytical, with the ability to drive technical execution towards team objectives, with experience communicating with customers and delivering support.
- Experience of television broadcast environments and organisations, and one or more products in the broadcast automation, video and audio playout or media asset management market.
- Commissioned or delivered an SLA for products similar to Pebble's offering before, is desirable.
- Good working knowledge of Windows Server 2016/2019, information security, monitoring tools, performance tools, hardware troubleshooting and IT networking are advantages, as well as software design principles or C++ coding.
- Useful technologies to be familiar with include (but are not limited to) XML, SQL (specifically T-SQL and Microsoft SQL Server), TCP/IP, HTTP, FTP, RS232/RS422 serial

communications, the Windows Registry and RAID. Experience of Atlassian products (JIRA and Confluence).

- Knowledge of basic electronics and how to read communication protocols.
- knowledge of broadcast industry standards such as VDCP, SCTE 104, SMPTE ST 2022/2110 and the AMWA NMOS suite.
- A fast and independent learner, with an appetite for continuous improvement and the drive to seek out answers to problems.
- Excellent communication skills are needed - reading, writing and verbal.
- Proficiency in English is required, additional languages would be an advantage.

What we can offer you:

Pebble offers a range of great benefits including a pension scheme, life assurance, Income Protection Insurance. A friendly and supportive working environment with real opportunities to excel and make a difference.

If this sounds like an opportunity you would like to explore further, please apply now by sending your up-to-date CV and a covering letter (which highlights how your skills and experience match the requirements of the role) to Human Resources at HR@pebble.tv