



**Job Title:** Chief Technical Officer

Comux UK Ltd (“**Comux**”) is licensed by the Office of Communications (“**Ofcom**”) to provide the digital terrestrial television (“**Freeview**”) multiplex for the Local TV network in the UK. In addition to providing the Freeview carriage for all licensed Local TV services, it also carries commercial TV services for a well-known international television network operator which are broadcast across the Comux network.

Comux is responsible for the end-to-end transmission process including the contribution from the Local TV and national TV licensees, multiplexing, distribution and transmission to each of the licensed locations from its Network Operations Centre in Birmingham.

Comux aims to operate an efficient multiplex infrastructure to support a sustainable Local TV sector including by providing financial distributions to its Local TV shareholders. The company is co-owned by all Local TV licensees.

**Responsibilities:**

To manage technical operations at the Comux Network Operations Centre in Birmingham, including all technical staff and technical facilities, which provide 24/7 broadcast operations to circa 34 channels on the UK DTT platform.

**Duties:**

1. To oversee the smooth running and maintenance of all technical systems necessary for the delivery of Comux services to its broadcast customers.
2. To manage all technical staff including recruitment, induction, training, supervision, guidance and support, and the carrying out of performance appraisals
3. To manage the staff rota system for 24/7 support including approving leave requests and sickness absence, and arranging shift cover where necessary.
4. To manage relations with and monitor performance of third party suppliers of technical services including networks, multiplex systems and transmission.
5. To maintain a problem reporting system and to ensure technical operational faults are resolved in a timely manner to assure 24/7 operations and quality of service.
6. To manage relations with customers including responding to queries, handling complaints and providing relevant updates on system changes and developments.
7. To manage planned works to minimize the effects upon service availability.

8. To oversee technical development and upgrade projects to effectively plan and implement improvements in consultation with Comux Board and stakeholders.
9. To provide a monthly technical operations report to the Comux Board.
10. Other reasonable tasks as may be required by the Comux Board.

### **Person specification**

#### Essential requirements

- Appropriate technical qualifications or equivalent experience in IT, broadcast engineering, telecoms or a related field
- Ability to isolate, analyse and solve technical problems under demanding conditions.
- Previous management experience and the ability to provide a sympathetic and positive approach to staff, stakeholders and licensees,
- Ability to prioritise own workload to meet deadlines and colleagues' expectations
- Excellent literacy, numeracy and report writing skills.
- Willingness to work out of hours as and when required, including evenings and some weekends.
- Knowledge of health and safety measures and compliance

#### Desirable

- A full driving license valid in the UK
- Previous experience in broadcast services provision

### **General Requirements for Comux UK Ltd Posts**

To adhere to all Comux UK Ltd policies and procedures, including strong commitment to equality of opportunity.

High standards of professionalism and integrity and ongoing self-improvement.

#### **Conditions of Service:**

Salary Range: £40,000 - £55,000 according to experience  
Responsible to: General Manager  
Location: Innovation Birmingham Campus,  
Faraday Wharf, Holt Street, Birmingham B7 4BB  
Hours: 40 hours per week

#### **How to apply:**

The closing date for this post is 29 June 2019.

Applications should be submitted in the form of a CV together with a covering letter of not more than 2 pages length and sent to [jobs@comux.co.uk](mailto:jobs@comux.co.uk)