



POSITION DESCRIPTION

The statements below are generic and may not describe all Department/Service/Unit work requirements inherent to the job.

Date of Review: 24.05.2019	Name of incumbent:	Supersedes & Replaces version:	
Department: Operations		Service / Unit: Project Management Office (PMO)	
Position Title: Technical Coordinator <i>(1 Year Contract)</i>		Business Title:	Location: Geneva
Job Category: Professional	Salary Class:	Hours: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT %	Travel: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Title of Immediate Supervisor: Manager of PMO		Supervises Others: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If Yes, how many people?	

1. Department/Service/Unit Summary and Position Mission

Eurovision Services (ES) is the premier service provider of news, sports and cultural content for the world's top broadcast and media platforms.

The Operations department is the central point of contact for all customers receiving operational services from Eurovision, coordinating the management of requirements and delivery for all events, transmission and media services between broadcasters, Members, federations and Host Broadcasters. The Operations team is responsible for delivering high quality technical solutions and achieving ambitious operational objectives, implementing quality reliable delivery solutions, to provide outstanding value and services for our customers, while managing costs to generate a profitable margin.

The Project Management Office (PMO) unit is the central point for the coordination of all operational projects managed by Eurovision Media Services. The members of the team play a vital role in the setup and delivery of events and services. They will always seek to meet the high expectations of Eurovision's most demanding clients, while supervising the implementation of the most cost effective, efficient, and reliable solutions possible.

After a short training period, the Technical Coordinator will handle all technical deployments of engineers and equipment to the various operational locations. The Technical Coordinator will oversee all the travel of personnel as well as equipment shipments.



2. Principal Responsibilities of the Position

Responsibility (What is done)	Content (How it is done, instruments, process)	Time spent [%]
Key Tasks	<ul style="list-style-type: none"> • Technical setup at each venue including mapping the venues (ie fibre access points at each location) including extension to telco rooms and TV Compound. • Coordinate the installation of sports venues starting from July 2019. • Coordinate the technical testing of each location configuration • Coordinate deployment of technical setup for each event including final delivery to Host Broadcaster • Supervision, testing and qualification of equipment and fibres • Provides support, engineering and technical expertise • Responsible for project deployment. • supervising installation and equipment for the various sites • Brings and shares equipment expertise through consulting services • documentation • Updates the intranet support sites and documentation (SharePoint/MS TEAMS) • Assists in the event of equipment failure; 	

3. Leadership and People Management

Management Path

Professional <input checked="" type="checkbox"/>	Project Manager <input checked="" type="checkbox"/>	Team Leader <input type="checkbox"/>	Manager <input type="checkbox"/>	Senior Manager <input type="checkbox"/>
Individual contributor, no direct responsibility for leading others	Advises and coordinates work teams; answers complex questions functioning as an expert resource; maintains assignment completion schedules. Performs the same and higher level tasks as team.	Coaches team members in skills; leads, schedules, allocates and monitors work. Disciplinary problems are referred to a higher level. Participates in the selection process of new employees and performance management.	Directs a senior team or more than one team, determines team structure and roles of members. Takes active part in hiring decisions with Senior Manager and HR, performance appraisals, compensation and benefits and disciplinary problems.	Responsible for multiple units of Team Leaders, Managers and top experts. Has proven track record in leading with impact.

Expert Path

Expert <input type="checkbox"/>	Senior Expert <input type="checkbox"/>	Top Expert <input type="checkbox"/>
The Expert is a highly skilled professional in a specific area.	The Senior Expert is recognized as a leader in her/his field within a function area; with no people management responsibilities.	The Top Expert is recognized as the absolute "guru" in her/his field; with no people management responsibilities.



4. Complexity of Work

- 1) **Defined:** Either operational, financial or human – easily understood, scope of problem is well-defined.
- 2) **Difficult:** Either operational, financial or human – not easily understood, requires understanding of other disciplines and job areas.
- 3) **Complex:** Requires broad-based solutions considering two of three dimensions – operational, financial and human. Analytical ability is clearly required.
- 4) **Multi-dimensional:** Involved directly in all three dimensions – operational, financial and human.

5. Impact

- 1) **Limited:** Hard to identify contribution to achievement of results, influence is limited by strong direction.
- 2) **Some:** Easily discernible or measurable contribution that usually leads indirectly to achievement of results.
- 3) **Direct:** Directly and clearly influences the course of action that determines the achievement of results.
- 4) **Significant:** Quite marked contribution with authority of a frontline or primary nature.
- 5) **Major:** Predominant authority in determining the achievement of key results.

6. Financial Responsibility

None

7. Principal Contacts and Communications

Internal:

Global Logistics, ETS, T&D

External:

Freelancers, clients and sports federations



8. Formal Education

- Professional/High School
 PhD, subject:
- Bachelor's Degree, subject:
 Other (please specify):
- Master's Degree, subject: Engineering

9. Practical Experience

- 5 years minimum in broadcast or production roles
- Experienced in sports broadcast field operations
- Experience in a fast-paced, high-tech environment is a plus

10. Language Skills Required

Additional useful languages include Dutch, German, Russian, Italian, Danish, Romanian, Spanish, Hungarian

<i>List of specific languages :</i>	English	<input type="checkbox"/> Basic	<input type="checkbox"/> Advanced	<input checked="" type="checkbox"/> Proficient	<input checked="" type="checkbox"/> Native
	French	<input type="checkbox"/> Basic	<input type="checkbox"/> Advanced	<input checked="" type="checkbox"/> Proficient	<input type="checkbox"/> Native
	Other:	<input type="checkbox"/> Basic	<input checked="" type="checkbox"/> Advanced	<input type="checkbox"/> Proficient	<input type="checkbox"/> Native

11. Specific Qualifications and Experience

- Strong team player with good communication and interpersonal skills
- Strong *written*, verbal communication skills
- Strong organizational and prioritization skills
- Well organised, with the ability to multitask and work under pressure
- Attention to detail, conscientious, diligent
- Knowledge of football
- Excellent computer skills (MS Office) MS Excel, PowerPoint, Word
- Flexible and open-minded character
- Ability to work in an interdisciplinary, international team of highly skilled people
- Service-oriented
- Must be willing and able to work flexible hours
- Ability to multi-task and work in a busy environment, prioritize daily workload
- Self-motivated, independent and reliable way of working
- Demonstrated strong customer satisfaction skills.
- Demonstration of strong contribution to teamwork.



12. EBU Staff Values:

Values	Descriptive Statement
Team Spirit & Performance	<ul style="list-style-type: none"> ➤ We join forces across the organisation to reach our goals ➤ We aim for excellence in every aspect of our work ➤ We actively share knowledge and best practices
Respect & Recognition	<ul style="list-style-type: none"> ➤ We treat others with respect and recognise their diversity ➤ We give clear and timely feedback ➤ We give credit to our colleagues for their contributions and achievements
Accountability & Responsibility	<ul style="list-style-type: none"> ➤ We are accountable for our actions and behaviour ➤ We deliver our work on time ➤ We communicate our actions and decisions transparently
Creativity & Innovation	<ul style="list-style-type: none"> ➤ We look for better ways to get things done ➤ We seek and embrace innovative ideas ➤ We transform our best ideas into reality
Service & Solutions	<ul style="list-style-type: none"> ➤ We engage with our Members and customers and act on their requests ➤ We connect the relevant people to find the best solutions ➤ We go the extra mile

13. Signatures:

Employee	Manager	Director	Human Resources
_____	_____	_____	_____
Date and signature	Date and signature	Date and signature	Date and signature