

<b>Job Title:</b>	<b>Technical Delivery Lead</b>
<b>Reporting to:</b>	<b>Martin Yates, Professional Services</b>
<b>Location:</b>	<b>London</b>
<b>Hours:</b>	<b>37.5 hpw Monday - Friday</b>

## Key purpose of role:

The Technical Delivery Lead is a pivotal role in the Jigsaw24 management team, contributing to the Media Solutions strategy, taking a lead on setting the technical pace and direction of the Media and Entertainment (M&E) business unit, while representing the company to the external market.

The Technical Delivery Lead will manage and mentor the M&E Professional Services team, growing the team's capabilities, understanding market dynamics, capitalising on opportunities, and mitigating risks wherever possible in line with the overall Media Solutions strategy.

Reporting to the head of Technical Delivery, this role will utilise industry experience, market knowledge and passion for success to lead their team to achieve and deliver superior, market-leading opportunities for Jigsaw24.

## Key duties and responsibilities:

- Get involved in a wide range of activities above and beyond projects, looking for opportunities to improve workflow, systems documentation, recruitment, and training; making recommendations and aligning on strategy in consultation with the M&E Business Director.
- Be a driver of technology developments and the latest implementation techniques on projects and deliveries, helping to ensure that Jigsaw24 are at the forefront of the services we deliver.
- Own the relationship between Pre-Sales and the M&E Professional Services team.
- Effectively lead a team of engineers, conducting regular meetings and 1:1s for the management of performance levels, team coherence and morale.
- Identify knowledge and skills gaps and create plans for mitigation in line with the M&E strategy.
- Ensure engineer Key Performance Indicators (KPIs) are monitored, consistently met and improved upon.
- Ensure all team members have SMART objectives agreed upon and regularly reviewed.
- Drive team performance using both qualitative and quantitative measures.
- Deliver best-practice technical/procedural advice to engineers.
- Ensure partner/vendor obligations are adhered to including management of team certifications.
- Ongoing management of the team SharePoint site and knowledgebase.
- Induct new team members into the business in line with Company guidelines and provide support and guidance, ensuring that they are fully supported throughout probation and their ongoing employment.
- Demonstrate creativity and innovation, suggesting ways of improving customer satisfaction and generating additional business.
- Develop and map out the various career paths within the M&E division from the lowest point of entry that clearly demonstrate achievements and milestones for progression.
- Ensure that each role has a clearly defined job description.
- Work closely with the vendor alliance team to ensure that skillset and capability are driving forward in line with vendor products and support.
- Work alongside the Pre-Sales team to ensure that projects are suitably scoped and contain the correct values of resource to meet with the customer requirements.
- Conduct post-project reviews with customers to ensure ongoing delivery improvement.
- Represent the Professional Services team as part of the matrix reporting into the M&E business unit.

- Maintain, manage and publicise a skills matrix for the M&B Professional Services team.

### **Skills and qualities:**

- Ability to act as both an experienced people manager and a technical leader.
- Ability to communicate effectively at all levels.
- Build and maintain positive, productive relationships whilst providing support and guidance.
- Use of customer soft skills: empathise with users, display active listening skills, polite and friendly telephone manner.
- Articulate, methodical, numerate and literate.
- Able to capture and analyse data and produce meaningful reports.
- Proactive with the ability to take on constructive feedback, both internally and from customers, and ensure positive change.
- Maintain the ability to run and contribute effectively to team and business meetings.

### **Desirable for the role:**

- Basic SharePoint development capabilities.
- Experience managing and delivering cloud and hybrid environment projects.

### **Mandatory requirements of the job holder:**

- At least 2 years in a team leader or management position.
- Understanding of the Media and Entertainment industries and technologies.
- Knowledge of codecs and delivery specs for broadcast, post-production, OTT etc. as well as LTO backup and archive technology and cloud-based services.
- Work well under pressure, use good time management with the ability to multi-task.
- Problem-solving ability and a creative flair.
- Implement and work in line with company policies and procedures.
- Ensure professional standards of quality of work, personal presentation and personal conduct, projecting a professional image at all times.
- Maintain an accurate diary, utilising communications equipment, and remain as accessible as possible throughout the working day.
- Carry out additional responsibilities as requested by the Management team.

### **Why work for Jigsaw24:**

We're a passionate commercial organisation, so we're always on the lookout for hungry people who want to realise their potential. It's not just about filling existing vacancies – it's about what you can achieve. As a business, we never stand still. Neither do our staff. In fact, we encourage them to follow their own path and help us improve how we all work.

From our office decor to the flexible benefits, we give our employees, we try to foster an inspiring, collaborative environment that makes everybody feel welcome. And as we continue to grow, we're determined to hold true to our values and make sure everyone stays on board.

We'll never put profit ahead of our responsibilities, and we'll always provide the same personalised service our customers love – no matter how big we grow. Ever since we started trading, our culture has been based on delivering great customer services and providing solutions based on technical excellence.

We're open to change and new ideas. Reducing our impact on the environment and taking care of our staff will always be in our minds as we continue to develop and expand. It's why we're conservative with our economics, but liberal with our attitudes.

Our team mean everything to us, so we put them first. We respect each person as an individual to create an inclusive, supportive atmosphere that feels like a family. We celebrate the successes of our colleagues, both within the company and outside it, while sharing our knowledge to help others grow as people. And when something goes wrong, we work together as a team to put it right quickly.

### **Interview arrangements and availability**

If you have a disability, please tell us if there are any reasonable adjustments we can make to help you in your application or with our recruitment process when submitting your CV.

