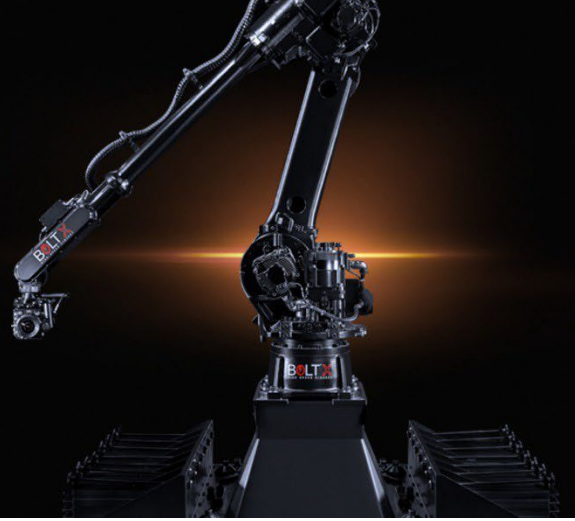


Mark Roberts Motion Control

Senior Broadcast Engineer



Location	Redhill, Surrey, RH1 5JY
Reporting To	Broadcast Customer Support Manager
Contract Type	Permanent, Full Time
Salary	£45,000+

THE ROLE

An experienced **Broadcast Engineer** is required to join the Broadcast division of Mark Roberts Motion Control – an award-winning company in Robotic Camera and Motion Control equipment.

The **Broadcast Engineer** role is focused on customer support and is responsible for ensuring the Company's Broadcast equipment is serviced to the highest standard, whether in-house or on-site.

This individual will be responsible for pre-sales and after-sales support and has the job within the Broadcast team to ensure the Company's Broadcast clients are happy and are given the equipment and service required, within the correct time scale.

This role will see some travel, carrying out service visits and in some instances, installations and client training on a range of motion control equipment, the latter being both on and off-site.

MAIN RESPONSIBILITIES AND TASKS

Pre-sales support

- Assist with the set up and execution of on and off-site product demonstrations.
- Preparation and maintenance of demo stock.
- Ensure 'ready to go' status of broadcast demo and rental stock.
- Ensure the safe use and storage of loan 3rd party test and demo products (where applicable).
- Provide service and product feature feedback via regular reports.
- Installation and setup of both MRMC and 3rd party equipment for demos, tests, trade shows etc.
- Follow (and maintain where applicable) sales and marketing project plans and drawings (trade shows, demos etc.).
- Define and develop the tools and test equipment required to provide the best quality customer technical support and servicing.
- Ensure the MRMC broadcast product user manual and quick start guides are accurate and up to date.

Post-sales support

- System/ product preparation and testing of sales equipment.
- Primary customer technical support.
- Successful closure of technical support cycles.

- Collaboration with R&D and Production departments to ensure high quality and accurate broadcast product and system diagrams and schematics are produced.
- Produce diagrams to support the successful integration of MRMC products with 3rd party products where applicable.
- Ability to run assigned parts of any larger ongoing projects.

SKILLS AND EXPERIENCE REQUIRED

Education	<ul style="list-style-type: none"> – University Degree in Broadcast Technology/ Engineering or another relevant subject
Professional Skills	<ul style="list-style-type: none"> – Familiarity with Video and Broadcast equipment standards – Ability to create workflow documentation including diagrams – Aptitude to understand, capture and document a customer’s workflow and suggest improvements – Understanding of the commercial side of projects, such as what features are critical – Experience working with networks and possession of knowledge of IP workflows and video formats – Experience in electro-mechanical equipment – The ability to read and work from schematic diagrams – Fault finding, fixing and testing current robotics equipment from pan/ tilt roll to large motion control robots. – Good Wiring skills
Personal Skills	<ul style="list-style-type: none"> – Proven ability to remain calm and problem solve under pressure – Excellent attention to detail – Excellent IT skills – Stamina and physical fitness – A proactive and results-focused approach to work – Good spoken and written English – Strong communication and people skills – Flexibility and ability/willingness to travel from time to time is also essential.

THE COMPANY - MARK ROBERTS MOTION CONTROL

We are a robotics company doing some serious hardware and software engineering. By robots we mean 6+ axis robotic arms, large multi axis rigs and 2-3 Axis camera platforms. Our products are used globally in Broadcast studios, Stadiums, Movie Sets and Photography studios to capture motion and stills.

MRMC has been at the front of its field for over 50 years. Starting off from a family business, we are currently a medium sized business thriving and growing bigger every year. MRMC is a Nikon Group Company.

WHAT WE OFFER

Our success is only possible because of the team effort from everyone and we recognise the individual input of each person throughout our design and manufacturing process at MRMC.

Benefits:

- Flexitime; our core hours are between 10am-4pm
- Private medical insurance for you, with discounted cover for dependents
- Dental, optical and audiological cashback scheme
- Salary sacrifice schemes including: electric cars, bicycles, pension and nursery costs
- Training and development opportunities
- Ample and secure parking

– Nikon staff discount

MRMC receives a large number of applications and we are not always able to provide individual feedback on your application. If you don't hear from us within 15 working days from the date you have applied, it means the application didn't meet minimum requirements to go onto the next stage of recruitment. We value your time and interest in MRMC and encourage you to re-apply if your circumstances change or you find another role with us that is more suitable to your skills and experience.

If you apply online for a position with Mark Roberts Motion Control, we will use the information you provide to assist in the recruitment and selection process. Information provided on the application form and CV will be retained in all cases in electronic format cases and/or hard copy for as long as is required for the purposes of: the administration of your application, consideration for roles in the future, forming the basis of your employment records, if your application is successful, discharging any legal or regulatory requirements. Mark Roberts Motion Control will process your personal data in accordance with our Privacy Policy which can be found on our web-site. If you need more information on how long your data is kept for, which varies, depending on a stage of recruitment you've gone through, please contact us and we will provide relevant information.

By submitting your application/CV online you are confirming you have read and accept the above and you are giving your consent to MRMC to process your personal and sensitive personal data for the purposes explained above.