

Role Profile

Job Title: Studio Systems Support Engineer

Department: Physical & Post-Production Services – Digital Production Technology

Main purpose of the role

Responsible for managing the configuration, maintenance and support of all Studio Floor, Stop Motion Workflow and Pipeline systems and infrastructure on all Stop Motion projects. Also helps manage the maintenance, design, and development of all Stop Motion Pipeline and Workflow software and works alongside the Senior Physical and Post-Production Engineer to ensure that Stop-Motion Editorial and Review & Projection systems are supported and maintained to high standards.

The role is key in designing solutions and maintaining efficient and smooth-running digital production technology and computing on Stop Motion productions and the pipeline and workflows used, to include development of improved working practices and general R&D. The strategy/solutions offered should reflect/respond to logistical challenges faced by all productions whilst still allowing creatives to continue to push the ambition of our work.

Responsible for helping identify the technical requirements of Stop Motion Productions and their employees by maintaining an ongoing relationship with key staff and managing their implementation and maintenance across the Studio.

Responsible for ensuring all Stop Motion Productions are appropriately backed up during Production and then archived. This will be in accordance with the studio deliverables agreement and Aardman's archive policy, safeguarding images and data at each stage of production.

Responsible for ensuring that each Stop Motion Production's data creation, management, and storage is efficient at all stages of production.

Duties & Responsibilities

This is a summary of main tasks and responsibilities and is not intended to be exhaustive

Studio/Pipeline/Editorial – (Stop Motion/Physical Production)

- Manage the support and maintenance of standards of the Stop Motion Workflow and Pipeline systems for Studio, Edit, and Projection.
- To develop and maintain full documentation for all Studio, Editorial, and Stop Motion Pipeline & Workflow systems.
- Responsible for hardware and software requirements, and cashflow/budgets for the above.
- Responsible for hiring and managing any relevant external 3rd parties.
- Management of installation, maintenance, and upgrading of all Studio computing hardware and software (including Editorial and Projection systems).

Equipment

- Testing new kit & workflows with view to increasing the creative scope of our projects balanced with the need to reduce costs and improve productivity in all areas of production.
- Timely disposal of obsolete equipment

- To be pro-active in making improvements which streamline our workflows and increase productivity. All solutions should be robust, future proof and ideally work in collaboration with the company wide technical strategy.

General

- Ensure that all planning/strategies consider the long-term sustainability of a multi project slate and succession planning in relation to both the features business as a whole and the department.
 - In collaboration with the Company Archivist to define principles for archiving production work and to manage the re-mastering process for older productions as required
 - To represent the Company in the promotion of its technical activities as appropriate
 - Keep abreast of all relevant industry developments – attend training courses, seminars, conferences as required, appropriate, and as budget allows
 - To bring ideas about the long-term direction of filmmaking particularly through contact with external processes and industry personnel
 - To observe the provision of the Health and Safety at Work act, both as an employee and in a supervisory capacity in the Technical Director's absence. To implement appropriate systems of work to ensure effective and safe management of all technical department activities in accordance with Aardman's H & S policies.
-

Responsible to:

- Senior Physical and Post-Production Engineer

Responsible for:

- External contractors for Dell and other suppliers/relevant 3rd parties
 - Trainee/Apprentice Studio Systems support engineers
-

Specific Functional Contacts

- Marketing, I.T, Edit, CG, and other Technical Depts
 - Head of Stop Motion Production, Head of Studio Production, Features Producers, Production Accountant and Production Manager
 - Other Heads of Department & Directors
-

Person Specification (essential and desirable background, skills, and experience):

- 5 years+ Industry experience in a senior technical role required - additional experience recommended.
- Experience budgeting/managing cashflow for critical technical infrastructure requirements (software and hardware).
- Ability to supervise, train, guide, and support crew members, 3rd parties, and contractors.
- Experience supporting and maintaining I.T, Production Technology, and/or similar Editorial environments essential.
- Experience in leading technical projects or initiatives is required.
- Experience with various digital video and image file formats (RAW, DPX, EXR, MXF etc.) essential.
- Hands on experience of PC software and hardware builds.
- Windows (Windows 7, 10 and server 2008 onwards), Linux (CentOS/Red hat) **and** Mac system administration experience essential.
- Excellent TCP/IP, DHCP, Active Directory, SSH, LAMP stack and SMB configuration, administration, and troubleshooting experience.
- Excellent understanding with database systems such as MySQL.
- Experience supporting Adobe Premiere, AVID Media Composer, and DaVinci Resolve.

- Experience of back-up procedures, systems resilience, and recovery protocols is desirable.
- Excellent time management, self-management, and job prioritization skills.
- Excellent Communication skills.
- Flexible with working hours to meet the demands of the company.
- Highly organized/efficient working methods with excellent attention to detail.
- Positive and pro-active approach to problem solving.
- Highly self-motivated.
- Supportive of other department members.
- A keen interest in the film making processes.