



Colorado Public Radio Job Description (November, 2017)

Position: Technical Operations Manager
Reports To: Vice President, Production and Operations
FLSA Status: Exempt
Department: Programming

Summary:

The Technical Operations Manager is responsible for overseeing the Technical Operation Center (TOC) which manages and monitors daily operations of all broadcast and digital streams. The Technical Operations Manager communicates to appropriate staff, in a timely manner, changes in programming, problems with programming or equipment, and resolution to any technical problems. The Technical Operations Manager develops and documents procedures for software, studio use, and other procedures necessary to all broadcast functions.

Essential Duties and Responsibilities:

- Leads programming of the automation system, scheduling program recordings and coordinating daily operations and monitoring.
- Sets tasks, policies, and procedures for the TOC and staff, leads the development and maintenance of documentation, and periodically evaluates all systems and procedures for efficiency and standards.
- Guides TOC and programming staff concisely and precisely during pressure or crisis situations.
- The Technical Operations Manager works non-standard hours and is required to be on an on-call rotation to respond to off air emergencies during evening, overnight, weekend, and holiday hours. During on call shifts, must carry remote access kit, stay within range of cellular service to be able to receive emergency paging and phone calls, and be able to arrive at CPR within 45 minutes when emergency circumstances necessitate.
- The Technical Operations Manager manages and directs TOC Specialists. Ensures that all staff are evaluated following the principles established under CPR's performance management process. Establishes with department managers compensation for staff (within established organizational compensation parameters with VP Production for final review by Senior VP Programming).
- As a key manager, is expected to carry out most responsibilities in the office, to be readily available for collaboration and consultation within the department and across the organization.
- All other job responsibilities as assigned from time to time.



Core Competencies:

- **Change/Adaptability/Flexibility:** Adapts to change that benefits CPR, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs.
- **Communication:** Communicates well both verbally and in writing, promptly shares information and ideas with others throughout the organization as appropriate, has active listening skills, can negotiate and persuade as needed.
- **Results Focus/Initiative:** Targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets high standards and takes responsibility, provides leadership/motivation.
- **Collaboration:** Working collaboratively with others to solve problems, achieve common goals and positive results. Listens to others and values opinions. Is open with other team members and expresses disagreement constructively. Seeks opportunities to work on teams as a means to develop experience and knowledge.

Knowledge and Competencies:

- Knowledge of public radio programming and public radio listener expectations.
- Thorough knowledge of FCC regulations for radio broadcasting. Society of Broadcast Engineers Certified Radio Operator.
- Experience managing technical support, including setting and evaluating policies and procedures.
- Experience operating, managing, and troubleshooting audio playout, routing, and transmission systems.
- Experience troubleshooting studio and computer systems and providing basic studio support.
- Competent in using windows workstations, remote access software, and office productivity software.
- Experience operating a studio control board and audio software for live broadcasting.
- Strong customer support, verbal communication, and written communication skills.
- Have adequate hearing to make audio quality determinations, adequate vision to read user access panels on broadcast electronic components, and physical mobility and dexterity to access electronic devices and wiring in standard server racks.
- Manager must be able to lift up to 25 pounds.
- Ability to stay calm and think clearly during emergencies.
- Ability to think and act strategically and prioritize tasks, particularly during emergencies.