Position: Technical Operations Specialist
Reports To: V.P. of Production and Operations
FLSA Status: Non-exempt
Department: Programming

Summary: Specialists staff the operations center where they act as the primary quality control agents for audio for CPR’s three program services. They monitor and troubleshoot audio playout, routing, and transmission systems to confirm that correct audio that meets CPR quality standards is being broadcast. They provide support for other departments in their interactions with these systems and respond to emergencies as well as routine help requests. Specialists are required to take on-call shifts on a rotating basis to respond to off air emergencies during evening and overnight hours.

Essential Duties and Responsibilities:

● Responsible for monitoring, programming, and troubleshooting of audio playout, routing, and transmission systems. Takes action to prevent potential problems.
● Programs audio playout system clocks and logs, makes daily changes to logs to schedule local audio, and makes dynamic log changes for breaking news and other special programming. Loads and assists in loading audio into playout systems.
● Monitors audio for CPR’s three program services including outlying stations and streaming audio.
● Acts as first responder for studio, audio playout, and off-air issues.
● Assists engineering and other departments with daily monitoring of and reporting on broadcast systems.
● Responds to help requests from hosts and other staff about use of studios and audio playout systems.
● Available to work nonstandard hours, including late night, weekend, and holiday hours. Must participate in an on-call rotation to respond to off air emergencies during evening, overnight, weekend, and holiday hours. During on call shifts, specialist must carry remote access kit, stay within range of his or her 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.
● Substitutes for board operator or technical producer for live news or fundraising programs as needed.
● Other duties as assigned.

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:**

- Experience with and understanding of audio playout, routing, and transmission systems.
- Experience troubleshooting studio and computer systems and providing basic studio support.
- Knowledge of public radio programming and public radio listener expectations.
- Knowledge of FCC regulations for radio broadcasting. Specialists are required to pass the Society of Broadcast Engineers Certified Radio Operator exam within one year of start date.
- 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.
- Specialists 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.