Colorado Public Radio

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Job Description (September, 2019)

Position: **Technical Operations Center Operator**
Reports To: **Technical Operations Manager**
FLSA Status: Non-exempt
Department: **Programming**

Summary:
Operators staff the Technical Operations Center where they act as the primary quality control agents for audio for CPR's three program services. They monitor and assist in troubleshooting audio playout, routing, and transmission systems to ensure 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. This position will work weekends on a regular basis.

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.
- Acts as first responder for studio, audio playout, and off-air issues.
- Assists engineering and other departments with daily monitoring of and reporting on statewide broadcast systems and online streams.
- Responds to help requests from hosts and other staff about use of studios and audio playout systems.
- Acts as live board operator during membership drives.
- Makes basic edits to prepare audio for air and assists in the daily production of promotional materials for syndicated programs.
- Staffs the TOC during nonstandard hours on a regular basis, including early morning, late evening, weekend, and holiday hours. Technical Operations Center staff are essential personnel and may be required to work even when the CPR offices are closed.
- 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.

Required Knowledge and Skills:

- Must be able to efficiently use office productivity software as well as learn numerous specialized software systems such as audio editing and broadcast automation software.
- Ability to stay calm, think clearly, act strategically, and prioritize tasks during emergencies.
- Must have excellent attention to detail and ability to follow detailed procedures.
- Must be punctual and reliable in adhering to a set work schedule.
- Must 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.
- Ability to occasionally lift up to 25 pounds.

Preferred Knowledge and Skills:

- Knowledge of public radio programming and public radio listener expectations.
- Knowledge of FCC regulations for radio broadcasting. TOC Operators will study for and pass the Society of Broadcast Engineers Certified Radio Operator exam within one year of their start date.
- Experience with and understanding of broadcast audio playout, routing, and transmission systems. Experience and proficiency with Zetta automation software would be a huge plus.
- Experience operating a studio control board and audio software for live broadcasting.
- Experience troubleshooting studio and computer systems, and providing basic studio support.