Position: Technical Operations Manager
Reports To: Senior Technical Operations Manager
FLSA Status: Exempt
Department: Programming

Summary:
Responsible for ensuring daily technical operation duties occur -- including monitoring, programming, and troubleshooting of CPR’s audio playout, routing, and transmission systems. Interprets and implements standard technical operations procedures and protocols, and assists the Senior TOC Manager in formulating and adjusting such standards as needed. Performs well in high pressure and crisis situations so as to make logical and coherent decisions that directly affect CPR’s on-air programming. Provides expert advice to others in the organization on issues relating to CPR’s audio playout systems and daily functions and procedures of the Technical Operations Center.

Essential Duties and Responsibilities:

- Participate in an after-hours, on-call rotating schedule in order to keep services on the air. Must carry an on-call kit and stay within 45 minutes of CPR’s Alton Court headquarters when on call.
- Have a deep understanding of CPR’s automation systems and programming acquisition methods in order to successfully troubleshoot issues, assist in creating new procedures and setups, and provide expert advice on such systems to other departments.
- Assist Senior TOC Manager in training of staff on FCC and CPR requirements
- Assist Senior TOC Manager in setting TOC tasks, procedures, and policies.
- Serves as backup to Senior TOC Manager in their absence, including managing staff.
- Serve as a TOC representative/liaison for producers, management and clients.
- Book and perform remote codec feeds and two-way interviews for outside producers.
- Monitor NPR Squawk channel and alert channels for program advisories and ensure appropriate action is taken if necessary.
- Monitor on-air and digital transmissions for quality.
- Create and maintain documentation for all procedures.
- 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.

Education and Experience Requirements:

- Must be an SBE Certified Radio Operator and have knowledge of FCC regulations for radio broadcasting.
- Experience with and deep understanding of audio playout, routing, and transmission systems and software is required.
- Experience troubleshooting studio and basic computer issues and providing basic studio support is required.
- Experience operating a studio control board and audio software for live broadcasting is required.
- Must be competent in using Windows workstations, remote access software, and office productivity software. Ability to learn new software systems quickly is essential.
- Knowledge of public radio programming and public radio listener expectation.
- 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 as well as removing snow from satellite dishes.
- The position requires working non-standard hours, being on an on-call rotation, and so must live within 45 minutes driving distance of Colorado Public Radio's primary studios at 7409 S Alton Court, Centennial, CO 80112.
- Must be able to lift up to 25 pounds.