Position: Technical Operations (TOC) Specialist
Reports To: TOC Manager
FLSA Status: Full-time, non-exempt
Department: Technical Operations

Summary:
TOC Specialists staff the Technical Operations Center where they act as primary quality control agents for CPR’s 24/7 audio services to ensure CPR’s standards. They are CPR’s experts on automation software, have troubleshooting abilities in numerous other systems related to CPR’s broadcast product, and provide support for other departments in their interactions with these systems.

Essential Duties and Responsibilities:

- Responsible for programming, manipulating, monitoring, and troubleshooting of audio playout, routing, and transmission systems. This includes programming automation clocks and logs and making dynamic log changes for breaking news and special programming and assisting engineering and other departments with daily monitoring of and reporting on broadcast systems.
- Acts as first responder for studio, audio playout and off-air issues. Troubleshoots such issues to prevent impairments, or to quickly restore audio if in the midst of an off-air issue.
- Acts as a mentor and primary support for TOC Operators when such issues exceed their expertise.
- Provides board op functions for CPR News, live coverage and pledge drives as needed.

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.

Additional competencies:

- Ability to communicate and listen actively.
- Ability to adapt to changing needs.
- Ability to multitask and prioritize.
- Strong writing and oral communication skills.
• Detail oriented with excellent organizational skills.
• Analytical thinking and ability to problem solve.

Knowledge, Skills and Abilities:

• Radio Operators license from the Society of Broadcast Engineers (SBE) or the ability to obtain it within the first year of employment is required.
• A minimum of 3 years experience related to the position’s responsibilities is required.
• Experience with and understanding of audio playout, routing and transmission systems and software is required.
• Experience troubleshooting computer issues and providing technical 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 also essential.
• Knowledge of public radio programming and public radio listener expectations is highly desirable.
• Must have adequate hearing to make audio quality determinations.
• Must have adequate vision to read user access panels on broadcast electronic components and the physical mobility and dexterity to access electronic devices and wiring in standard server racks.

Non-standard hours are required.

TOC Specialists must participate in an on-call rotation to respond to off air emergencies during evening, overnight, weekend, and holiday hours. During on call shifts, specialists must carry a remote access kit, stay within range of their 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.

Position is based at CPR’s Centennial headquarters and incumbent is required to live in the greater Denver metro area.