

Vermont Public Radio

Job Title: I.T. Specialist
Department: Technology
Functional Area:
Reports To: Director of Technology and Engineering
FLSA Status: Exempt

The IT Support Technician's primary responsibility is maintaining VPR's computer and network infrastructure and supporting the traditional business and broadcast users of that technology.

Additional responsibilities include:

- Basic system and account administration for email, windows networking, and other systems.
- Work with broadcast engineering team to meet the computing and data needs of projects.
- Close collaboration with network / I.T. consulting engineers on various projects and resolution of technical issues.

May assist supervisor on various issues outside of functional area of responsibility as requested.

ESSENTIAL ROLES

1. Computer Workstations, Networks, and Servers
2. Pledge Drive Support
3. Broadcast Data Infrastructure
4. Infrastructure Planning

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

| Essential Duties and Responsibilities | Minimum Requirements | Excellence in this Position |
|---|--|---|
| Follows and advises on procedures and standards for development, operation and maintenance of computer network, servers & workstations. | VPR's computer network, servers, and workstations functions smoothly in all normal conditions. Problems are addressed quickly and systematically. All systems function as reliably as they have in the past. Systems are in compliance with all relevant regulations. Emergencies are handled appropriately. | System maintenance programs that minimize life cycle costs, minimize system downtime, and help ensure improved service are in place. Ongoing improvements increase the system's capabilities and reliability. Emergency situations are handled effectively following guidelines established by the Director of Technology and Engineering. Damage and time off-line is minimized to |

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| | | the extent possible. There is an ongoing dialogue about ways in which the system might do even more to improve productivity. Equipment and procedures are documented thoroughly. |
| Assist Broadcast and Audio Engineers with maintaining studio equipment and transmitters, editing audio for broadcast, and engineering and production of remote broadcasts. | Able to provide ready assistance to broadcast and audio engineers. | Demonstrates a steady increase in understanding of engineering operations, resulting in an increased ability to work independently. |
| Maintains current knowledge on recent technological developments which may have an impact on VPR IT operations | Stays current on technological changes that may affect VPR. Maintains awareness of coming changes and works with the Directory of Technology and Engineering to plan for implementing new technology | Demonstrates a thorough understanding of the technological changes that could affect VPR's operational capability in future years. Contributes leadership in considering how new technologies could help VPR achieve its strategic goals |
| Maintain VPR audio streams | Audio streams between VPR and stream distributor are high quality, and have high uptime. | Maintain an awareness of new methods for distributing streams, and work with Programming to test and implement new technologies. |
| Set up pledge drive computers | Pledge drive computers are set up, updated and tested before the drive starts. | Computers and equipment are organized carefully. There's an ongoing effort to improve efficiency. Up time is as high as possible, restricted only by aging hardware and the stability of the pledge software. |
| Shares knowledge and expertise. | Helps other employees learn and understand systems vital | Employees seek advice to elevate the level of |

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|---|---|---|
| | to the proper operation of VPR. | excellence maintained by VPR. |
| Develops personal skills and characteristics that model what is desired in all employees. | Demonstrates a high level of commitment and dedication to the mission and continuous improvement of VPR, a high level of energy, and an obvious enthusiasm for the work of VPR. | Consistently acts with the highest standards of journalism, business ethics, and personal integrity. Serves as an excellent ambassador for VPR, both formally and informally. Helps listeners and potential listeners connect with VPR. |
| Involved in ongoing professional development for the benefit of VPR. | Appropriate certifications/training are renewed as needed. | Ongoing professional development is a priority and is seen as a model by other staff. |
| Assist in development of the budget related to IT infrastructure. | Contributes to an annual budget that balances the needs of VPR staff with budgetary constraints. | Contributes to a budget that meets the needs for the immediate fiscal year, as well as planning a replacement cycle over several years to maintain a consistent annual budget. |

EXCELLENCE IN THIS ORGANIZATION includes the following:

1. A high level of commitment and dedication to the mission of VPR and public radio. Personally volunteers support for public radio – either financially or in other ways.
2. A high level of energy. An obvious enthusiasm for the work of VPR. Outgoing, friendly with co-workers, and demonstrates an appropriate sense of humor.
3. Acting consistently with the highest standards of journalism, business ethics and personal integrity. Preserving confidentiality appropriately. Stewarding resources with prudence and accountability.
4. Serving as an excellent ambassador for VPR, both formally and informally. Helping listeners, potential listeners, and donors connect with VPR. Holding leadership positions in the community on boards, committees, and through general volunteer opportunities.
5. Facilitating excellent communications across departments, among employees, with the Board, with the public, with relevant national organizations, and with suppliers.

Fostering open and candid relationships with VPR listeners and contributors. Managing conflict constructively.

6. Demonstrating a commitment to the continuous improvement of VPR's ability to fulfill its mission and vision. Demonstrating and encouraging creativity and enthusiasm for this work.
7. Effectively working to strengthen the public radio community nationally. Being recognized by peers for knowledge of the craft, demonstrated expertise and success, and commitment to the cause. Holding leadership positions in national organizations involved with public radio. Bringing increased opportunities to VPR as a byproduct of these efforts.
8. Expressing consistent, high performance expectations for themselves, their department, VPR's leadership, and VPR. With staff: helping them develop a high level of commitment to their mission and excellent teamwork. Helping develop employee skills and abilities, mentoring well, and helping employees realize their professional goals. To the extent possible, helping develop the next generation of leadership at VPR and creating a viable succession plan for their department. Attracting and retaining great employees.
9. Developing a broad understanding of all of VPR's departments sufficient to collaborate effectively with peers, ensure excellent communication and teamwork among departments, contribute significantly to VPR's general management, and help other managers do their jobs more effectively.

SUPERVISORY RESPONSIBILITIES

Occasionally supervising temporary IT staff (pledge drive help, summer student workers etc.)

POSITION REQUIREMENTS

Education and Experience: Associate's degree in a related field plus three years relevant experience in Windows desktop support, networking technology, and basic system administration tasks. Excellent troubleshooting, communication, and follow-up skills plus experience working in a time-sensitive broadcast media environment are desired.

Essential Skills: Strong organizational, communications (written and verbal), and interpersonal skills required. Work collaboratively. Strong ability to multi task and prioritize tasks independently. Familiarity with TCP/IP networking, Windows and Apple operating systems, Microsoft Office, email clients, and basic Linux and Windows server administration, network and desktop security required. Familiarity with basic audio concepts and software, Internet audio streaming, VMWare and basic scripting is desirable.

Willing and able to engage in on the job training, self study, and other methods of learning and acquiring skills in the field of broadcast engineering and/or audio engineering. Assist broadcast engineers on various tasks in the studios and at transmitter sites. Excellent skills in writing and providing clear documentation and technical training materials for VPR office and on-air staff.

Physical Demands: While performing the duties of this job, the employee is regularly to talk, hear, walk, sit for extended periods, travel, and occasionally stand, use hands to feel and hold, and reach with hands and arms; occasional climbing of ladders, cable trays, or low portions of broadcast towers or supports (up to no more than 18' above ground) may also be required. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, far vision and ability to adjust focus. The work environment is primarily an office and is usually quiet, but broadcast engineering aspects of the position may require work in cramped spaces (inside or outdoor technical facilities), outdoors at transmitter sites which may require access during winter by snowmobile or ATV, and on-air studios. (The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Please note: This is not an all-encompassing statement of this position's responsibilities. While it attempts to be comprehensive, new responsibilities may be assigned to this position at any time.