

Technical Operations Manager, Television Studio (AKA Chief Engineer)

Department: Technical

FLSA Status: Full-time, exempt

Reports to: Executive Director

Supervises: Technical Specialist, Master Control Operator, and Municipal Coordinator,

Company: North Suburban Access Corporation's NineNorth

Location: 2670 Arthur Street, Roseville, MN 55113

Are you a tech-savvy leader with a passion for ensuring our facility has seamless audio/video production and IT operations? North Suburban Access Corporation's NineNorth is seeking a highly skilled **Technical Operations Manager** to join our dynamic team. As the cornerstone of our technical department, you will be responsible for maintaining our technical facilities, managing ongoing projects, and optimizing data workflows. If you're ready to take your technical expertise to the next level, read on!

Company Summary: We are NineNorth, the creative video production and cable channel powerhouse in the north metro. We serve our nine cities and 6 cable television channels with captivating visual storytelling and the magic of connectivity. We lead the charge in cutting-edge video production and cable television broadcasting. Located in Roseville, Minnesota, we are the Emmy Award-winning team that brings our community's stories to life.

Our mission is clear: to capture the essence of our suburban cities, empower our communities through visual narratives, and embrace the future of technology. We're not just in the business of video production; we're here to make connections and create unforgettable experiences.

Join us at NineNorth and explore our Roseville studios, where innovation and creativity flourish. Whether you're a community leader, a business owner, or a passionate storyteller, we're your partner in capturing moments, forging connections, and making history. Be part of our 4K upgrade and the legacy of excellence at NineNorth as we illuminate the NineNorth area.

NineNorth is at the forefront of innovation, enthusiastically embracing new video technologies like AI, Digital Cinema, and Virtual Production to enhance our storytelling capabilities and elevate the viewer's experience.

For more information on our story, go to [NineNorth .org](http://NineNorth.org). Your voice matters, and we're here to amplify it.

Position Summary: As the Technical Operations Manager, you will play a pivotal role in ensuring the efficient functioning of our technical infrastructure. You will oversee equipment procurement, operations, and maintenance of our equipment and facilities including our 4- Camera 4K Studio, our 5-Camera HD Production Truck, our 6 Cable Channel Distribution Center and Master Control, along with our 9 Television Control Rooms at each of our member cities' City Halls. You will oversee our IT services and implement standard operating procedures while providing support for our web streaming, archiving, and cablecasting services. Your technical prowess will help us maintain high standards, troubleshoot issues, and streamline our workflow.

Primary Responsibilities:

1. **Strategic Planning:** Develop yearly audio/video and computer IT capital plans, audit technology needs, spec equipment, and liaise with vendors.
2. **IT Management:** Manage IT services with outside vendors, maintain service records, negotiate prices, and establish maintenance schedules.
3. **SOP Development:** Devise and execute standard operating procedures related to technology, ensuring adherence among all staff members.
4. **Media Services:** Manage web streaming, archiving, and cablecasting services for clients, including troubleshooting and communication with clients.
5. **Broadcast Management:** Oversee live switches on all cable channels, automate processes where possible, and verify signal compliance with FCC standards.
6. **Equipment Installation:** Wire and install equipment related to the capital improvement plan, maintain digital manuals, and repurpose equipment creatively.
7. **Website Management:** Supervise website services with vendors, review analytics, and provide reports to the Executive Director.
8. **Team Supervision:** Coordinate Technical Specialist's schedule, provide technical support, and offer leadership development to direct reports.
9. **Vendor Coordination:** Collaborate with outside vendors on equipment repairs and building maintenance.
10. **Process Optimization:** Identify streamlined processes to improve workflow and adhere to our mission.
11. **Purchase Requisitions:** Provide monthly purchase requisitions.
12. **Social Media:** Capture social media photos of members and activities.

Job Specifications:

- Associate degree or higher in a related field (audio engineering, video production, IT management, or electronics technology).
- 5 to 7 years of experience in audio, visual, and video production.
- Strong knowledge of video production signal flow, cabling, and troubleshooting.
- Proficiency in webcasting, cablecasting, and community media-related products.
- Experience with Tightrope Media Systems software preferred.
- Reliable transportation.
- Ability to lift 30 lbs., walk upstairs, and climb ladders.
- Flexibility and a strong commitment to our organization's mission.

If you're a technical wizard ready to make an impact in a dynamic organization, apply now to join North Suburban Access Corporation as our **Technical Operations Manager**. Help us bring our community's stories to life and ensure the seamless operation of our technical infrastructure.

To apply, please submit your resume and a cover letter outlining your qualifications and experience in the field and why you would be the perfect fit. E-Mail your materials to: jongstad@ninenorth.org. We look forward to welcoming a talented and passionate Technical Operations Manager to our team. Resumes without a cover letter will receive limited consideration.

North Suburban Access Corporation is an equal opportunity employer committed to diversity and inclusion. We encourage individuals from all backgrounds to apply.