Position Title: **Network Operation Center Technician**

Reports to: **Director of Engineering**

Mission Statement
Relevant Radio® - Bringing Christ to the world through the media.

Guiding Principles
- Faithful to the Magisterium and Catechism of the Catholic Church
- United to the Bishops
- Under the protective intercession of the Blessed Virgin Mary

Function Summary
The Network Operations Technician is responsible for monitoring the Relevant Radio broadcast network. Partner with Broadcast Engineers to ensure Relevant Radio programs are broadcast in compliance with FCC guidelines and the highest level of quality.

Responsibilities:
- Solid understanding of the Relevant Radio mission, programming content and listening audience.
- Understand and adhere to Relevant Radio policies and procedures and integrate them into Network Engineering operations.
- Interpret and verify audible or visible signals received on transmitter remote control systems indicating transmitter or other related information at RR's broadcast facilities.
- Use industry-standard troubleshooting skills to triage, isolate, and restore equipment operation via remote control and/or software/firmware problems in broadcast equipment.
- Take corrective and proactive action to resolve problems or report problems to Engineers.
- Actively coordinate, cooperate, and communicate with Field and Contract Engineers to assist with operation, testing, and remote repair of broadcast equipment (such as remote-control equipment, satellite-fed equipment, and communications equipment) used in radio broadcasting.
- Accurately create, update, and close work orders in a timely manner.
- Verify daily delivery and integrity of transmitter and activity logs. In addition, prepare other reports including telemetry analysis as appropriate.
- Adjust Network Operations Center equipment to ensure uninterrupted service.
- Participate with other team members in "on-call" rotation.
- Proactively contribute to the team environment, balancing team, and individual responsibilities. Contribute to group morale and commitment to achieve goals and objectives, providing support and encouragement within the work environment.
- Maintain professional competency, knowledge, and skills necessary to effectively perform job duties by taking personal responsibility for professional development and training.
- Assist on-Air producers/talent during live broadcasts and recorded productions as needed under direction of studio engineers.
- Verify that automation logs are accurate and error free. Work with producers on correcting any discrepancies.
- Support studio operations including remote and special events.
- Carry out other duties as assigned by Team Leader.

Experience and Skill Requirements:
- Strong interior faith life and respect for the Catholic teachings.
- Associates Degree in Radio/TV Broadcasting or Electronics, or equivalent experience.

- Minimum of two (2) years of broadcasting and/or technical radio experience.
- Demonstratable competence with basic principles of broadcast technology.
- Basic knowledge of SNMP, IP, Satellite Downlinks, Processors, Endecs, etc. to perform NOC duties as assigned.
- Proficiency in the English language, both written and verbal, sufficient for success in a largely asynchronous work environment.
- Observable capacity to clearly communicate about technical or user problems, along with a willingness to approach solving problems with iterative solutions.
- Ability to understand and respond to instruction, accept direction related to work and process, and provide clear status updates.
- Possess a positive and solution-oriented mindset.
- Self-motivated with strong organizational skills.
- May require occasional evening and weekend work.
- Willingness to be mentored by more senior engineers and teammates.