

BROADCAST AND EMERGING MEDIA ENGINEERING MANAGER

Description of Work:

Positions in this banded class typically supervise or manage an assigned engineering service in a broadcast television, radio and emerging media environment. This may include technical or administrative supervision of staff and/or operations. Responsibilities range from day-to-day supervision and training of technical personnel and operations to management and coordination of large projects, resources and planning. Positions are also responsible for coordinating activities with supervisors/managers of other units or departments, or external customers. Positions may provide input into strategic management processes.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	Journey	Advanced
Positions at this level typically supervise an assigned engineering service concentrating in daily operating functions. This may include transmitter operations, studio and field maintenance, and microwave and translator operations. They may or may not be working supervisors in those areas.	Positions at this level typically manage projects which cross multiple operational and technical units. These projects are generally non-routine and focus on developing work processes and procedures across the organization. They coordinate cross-functional activities among units. They are responsible for project development, management and compliance with Federal rules and regulations. They may be responsible for the review of professional engineering documents as supplied by outside engineering consultants.	Positions at this level, coordinating with upper level management, are typically involved in statewide project planning, resource allocation and strategic management.

Competency	Definition
Technical Knowledge	Knowledge of electronics and/or RF principles. Knowledge of analog and digital electronics as used in broadcast and emerging media. Knowledge of appropriate rules and regulations and industry standards. Knowledge of appropriate Information Technology principles. Working knowledge of engineering design concepts related to broadcast and emerging media engineering.
Analytical Thinking	Ability to identify issues, obtain relevant information, relate and compare data from different sources, and identify alternative solutions.
Teamwork	Ability to actively participate and contribute as a member of a team toward the completion of established goals.
Communication	Ability to present information to individuals or groups. Ability to convey information clearly and concisely to groups or individuals verbally, in writing, or through other documentation to ensure understanding. Ability to listen and respond appropriately to others.
Customer Service	Ability to develop and maintain professional relationships with clients or customers by listening to the client/customer, and understanding and responding to identified needs in a timely manner.
Planning, Organizing and Managing Work and Work Processes	Ability to develop plans to accomplish work operations and objectives. Ability to develop, measure and evaluate organizational structures and processes to fulfill organizational goals and strategic plans, using best practices. Ability to identify opportunities, develop and implement solutions, and measure impact. Ability to arrange and assign work for the efficient use of resources. Ability to establish work guidelines and set the appropriate levels of quality and quantity of work. Ability to review work and evaluate performance of others, and to develop employees' competencies.

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply. For positions with some supervision consider the highest level of professional work performed.

Technical Knowledge

Knowledge of electronics and/or RF principles. Knowledge of analog and digital electronics as used in broadcast and emerging media. Knowledge of appropriate rules and regulations, and industry standards. Knowledge of appropriate Information Technology principles. Working knowledge of engineering design concepts related to broadcast and emerging media engineering.

Contributing	Journey	Advanced
Full knowledge of electronic, and/or RF, analog/digital principles, techniques and equipment. Ability to guide and instruct staff in the application of these techniques and principles. Full knowledge of applicable FCC rules and regulations.	Full knowledge of electronic, and/or RF, analog/digital principles, techniques and equipment as it applies to a wide variety of operational areas. Ability to apply and adapt this knowledge in unique situations as projects demand.	Extensive knowledge of electronic, and/or RF, analog/digital principles, techniques and equipment. Knowledge of appropriate new technologies that impact the mission, vision and strategic plan and quality initiatives of the organization.

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Analytical Thinking

Ability to identify issues, obtain relevant information, relate and compare data from different sources, and identify alternative solutions.

Contributing	Journey	Advanced
Ability to guide and direct staff in the effective use of available resources in problem-solving and system analysis.	Ability to determine appropriate direction in solving complex and/or unique problems or issues. Ability to consider multiple proposals and determine the best solution based on operational needs and resources among various units.	Ability to consider all data and relevant information, and determine the best course of action consistent with the organizational mission, vision and strategic management.

Teamwork

Ability to actively participate and contribute as a member of a team toward the completion of established goals.

Contributing	Journey	Advanced
Ability to effectively direct team members and assist them in achieving desired goals.	Ability to effectively direct team members of multiple units and organizational areas, and to balance and respond to competing needs.	Ability to effectively share expertise, provide guidance and convey specialized knowledge throughout all levels of the organization.

Customer Service

Ability to develop and maintain professional relationships with clients or customers by listening to the client/customer, and understanding and responding to identified needs in a timely manner.

Contributing	Journey	Advanced
Ability to maintain professional relationships with internal and external customers consistent with best practices and organizational strategic goals. Ability to demonstrate professionalism when responding to or providing solutions to customers, co-workers and others.	Ability to understand and create professional relationships with internal and external customers consistent with best practices and organizational strategic goals. Ability to take initiative and action that will ensure customer satisfaction across organizational units. Ability to identify and resolve issues that may negatively impact customer service.	Ability to develop organizational standards and best practices for professional relationships with internal and external customers. Ability to monitor and ensure adherence to established standards. Ability to identify and resolve organization-wide customer service issues. Ability to model and promote positive customer relationships with internal and external customers.

Communication

Ability to present information to individuals or groups. Ability to convey information clearly and concisely to groups or individuals verbally, in writing, or through other documentation to ensure understanding. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
Ability to articulate information, and technical concepts verbally and in writing in order to direct and interact with team members, management, clients/customers and the public.	Ability to select and effectively convey technical information and concepts verbally and in writing when working with team members, management, clients and the public.	Ability to effectively lead and manage team members by originating, selecting and conveying comprehensive technical concepts verbally and in writing to achieve the desired outcome and management awareness and support.

Planning, Organizing and Managing Work and Work Processes

Ability to develop plans to accomplish work operations and objectives. Ability to develop, measure and evaluate organizational structures and processes to fulfill organizational goals and strategic plans, using best practices. Ability to identify opportunities, develop and implement solutions, and measure impact. Ability to arrange and assign work for the efficient use of resources. Ability to establish work guidelines and set the appropriate levels of quality and quantity of work. Ability to review work and evaluate performance of others, and to develop employees' competencies.

Contributing	Journey	Advanced
Ability to utilize organizational skills to develop work plans and accomplish established goals and outcomes. Ability to oversee completion of assigned projects. Ability to complete assignments according to plan.	Ability to work independently and to apply judgment in developing, organizing and managing plans and complex projects. Ability to manage change as required to complete work projects in a dynamic environment.	Ability to work independently and apply judgment in developing, organizing and managing plans and highly complex projects. Ability to independently develop contingency plans for resources and materials in anticipation of change, effectively leading and managing others in a dynamic environment.

Minimum Training and Experience Guidelines:

Graduation from an accredited community college or technical school with a two year degree in electronics, and four years of progressive experience in a broadcast television, radio and emerging media engineering environment, or an equivalent combination of education and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.