



TITLE: Broadcast Network Technician

DEPARTMENT: Engineering

JOB LOCATION: Remote

REPORTS TO: Director, Network Systems

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**POSITION OVERVIEW:**

The Broadcast Network Technician at Game Creek Video serves as the Tier 1 NOC technician for GCV Anywhere events. The Broadcast Network Technician responsibilities include supporting assigned GCV Anywhere events and facilities to ensure a quality broadcast. In conjunction with GCV engineering staff, The Broadcast Network Technician will work directly with clients to deliver world-class productions by supporting both field-deployed and fixed GCV Anywhere installations. This role is challenging, technically critical, and constantly evolving.

**5 KEY RESULTS THAT DEFINE SUCCESS IN THIS JOB:**

- Successful configuration and execution of GCV Anywhere events
- Consistent and clear communication to both internal and external parties
- Learn new skills and improve your skill set
- Provide ideas that develop into innovative solutions
- Clear, consistent, and timely paperwork and documentation

**JOB RESPONSIBILITIES:**

*Successfully-Executed Events*

- Participate in all aspects of GCV Anywhere broadcast engineering operations at remote events, including general maintenance, troubleshooting, and repair of GCV Anywhere equipment.
- Successfully complete daily setup tasks for GCV Anywhere broadcasts.
- Remote configuration, troubleshooting, and monitoring of GCV Anywhere kits, Remote Access Production Suites, and mobile units.
- Provide occasional on site support for broadcasts using the GCV Anywhere system at either the RAPS Facility or the Mobile Unit.

*GCV Anywhere Event Communication*

- Provide frontline phone, email, and text support for assigned GCV Anywhere events.

- Clearly communicate critical information to client and Game Creek Video office, including but not limited to: equipment, crew, and GCV Anywhere kit issues.
- Appropriately escalate issues to tier 2 engineers when necessary, and provide clear and concise issue descriptions to ensure issue resolution.

#### *Training and Development*

- Participate in team training initiatives and pursue relevant certifications.
- Identify personal training goals and work with Director, Network systems to pursue training opportunities.
- Learn the GCV Anywhere system, and work to develop a fundamental understanding of systems on Game Creek Video mobile units.

#### *Innovative Product*

- Offer innovative, creative ideas that add value to the GCV Anywhere technical offering and assigned projects
- Participate in weekly regroup calls and provide feedback and ideas on how to improve the platform, workflows, and daily operations.

#### *Accurate & Timely Paperwork*

- Track and report on GCT equipment in Mantis, participate in system repair, and scan equipment in order to keep our equipment location database up to date
- Complete Post Show Reports within 24 hours of the conclusion of each GCV Anywhere event
- Utilize issue logging workflows to report on show progress and provide context on issues that arise.

#### **JOB REQUIREMENTS:**

- Intermediate computer/IT skills, including experience with networking, subnets, and IP configuration
- Intermediate knowledge of audio, visual, and graphic systems used in television production systems
- Conscientious risk management; continuously evaluate risks around technical decision making
- Work in a team-focused environment with fellow employees, office staff, clients, and crews to execute tasks, troubleshoot and solve problems, and deliver a world class customer experience
- Demonstrated commitment to customer service and excellent communications skills are essential
- Excellent influencing and conflict resolution skills
- Work quickly and accurately in a fast-paced environment with strong organizational skills
- Perform with a high level of professionalism at all times, including high-pressure situations
- Must have a high level of self-motivation and technical aptitude

#### **MINIMUM QUALIFICATIONS:**

- 1-2+ years of experience in remote broadcast engineering or a similar industry
- Advanced technical degree preferred
- Demonstrates intermediate knowledge of various IT and broadcast equipment
- Willing and able to travel as required; must have valid U.S. passport
- Participate in client-requested background checks when assigned to shows that require it

**PHYSICAL JOB REQUIREMENTS:**

- Must be able to work shifts that typically last 12 - 15 hours but could extend up to 20 hours
- Must be able to walk or stand up to 8 hours at a time
- Ability to bend, squat, kneel on both knees, and climb stairs frequently
- Ability to lift up to 50-75 lbs. frequently
- Ability to carry 50 lbs. a distance of 50 feet occasionally
- Ability to pinch (10 lbs.) and grip (50 lbs.) related broadcast equipment
- Must be able to maintain a position within a space 3.5 - 4 feet tall up to 1 minute occasionally
- Ability to horizontally transfer 40 lbs. on a push-pull cart up to 50 feet
- Ability to vertically transfer 50 lbs. on push-pull system with upper extremities from 4.5 – 6 feet
- Ability to ascend and descend a ladder

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