Job Announcement - Technical Support Engineer

Full-time career position available * $19-22/hr DOE * Benefits package

Background: Pasadena Media is a non-profit 501(c)3 corporation that oversees the public, government, and education access media operations for the City of Pasadena.

Description: Reporting to the Chief Operations Officer, the Technical Support Engineer oversees all technical aspects of Pasadena Media's operations. The position is responsible for deployment and support of information technology (IT) systems in a broadcast video production / post-production environment. Candidate must be a self-starter and able to work independently and as part of a team in a fast-paced customer service environment.

The ideal candidate will possess a wide range of desktop and network support experience. Candidate should also possess a range of video production and post-production skills and experience, including but not limited to the operation of equipment such as switchers, cameras, character generators, audio, lighting, and editing systems.

Responsibilities
● Develop and maintain technical operations manual for station operations
● Maintain production and cablecasting equipment
● Manage internet, intranet, LAN/WAN networks, and all computer hardware and software systems
● Maintain databases (e.g. equipment, maintenance and membership databases)
● Work with cable operators on equipment/cable issues to ensure integrity of channel signals
● Other duties as assigned

Required Education / Skills / Experience
● 2-year degree or equivalent work experience in desktop / network support
● Highly developed verbal, written communication, and interpersonal communication skills (English)
● Experience with Microsoft Windows operating systems and knowledge of server technology
● Working knowledge of productivity tools including Google Apps and Microsoft Office
● Experience with Wordpress, SQL, PHP and other web platforms / languages
● Experience with LAN/WAN deployment/provisioning, switching, routing, DNS, and DHCP
● Demonstrated ability to perform multiple projects, with sound judgment, with changing priorities, and be thorough, organized, and attentive to detail
● Ability to communicate and work effectively with people of diverse social, cultural, economic, age, gender, and racial backgrounds
● Convey a warm and professional public manner

Preferred Education / Work Experience
● 4-year degree in a related field or 4 years of related work experience
● 2-year degree or equivalent work experience in video production
● Knowledge of operating systems such as Linux and Apple
● Coding experience
● Knowledge of baseband video connectivity, digital video creation, codecs, etc.
● Experience in live multi-camera video production and post-production
● Community media experience including working with educational and governmental entities

WORKING CONDITIONS/PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job.
Environment is oriented to public service and subject to constant work interruptions. Employees may work under the stress of continual public and/or inter-departmental contact and pressure to meet timelines. The noise level in the work environment is usually moderate to loud. The employee must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds.

To apply, send a letter of interest and resume by April 11, 2019 to:

Chris Miller, Chief Operations Officer
Pasadena Media
150 S. Los Robles Ave. Suite 101
Pasadena, CA 91101
jobs@pasadenamedia.org

E-mail and postal mail accepted, no phone calls please. Review of applications will begin immediately and will continue until the position is filled.

EQUAL OPPORTUNITY EMPLOYER - Pasadena Media does not discriminate on the basis of age, sex, sexual orientation, religion, national origin, marital status or disability status in its employment actions, decisions, policies, and practices.