



Date: August 25th, 2022

Subject: Technical Operations Center Manager (TOC) Job Description

The TOC Manager manages the TOC and assists with the operation of electronic equipment associated with worldwide distribution of video, audio, and data in the DVIDS TOC.

- Manages technical assignments based on daily schedule
- Manages TOC staffing to ensure 24/7 coverage
- Troubleshoot issues with feeds and communicate with clients based on the results.
- Encodes audio and video material for Webcasts and social media.
- Performs Satellite Cross poles in compliance with FCC Guidelines.
- Operates routers, patch bays and timecode generators.
- Monitors Network & Occasional feeds for quality control.
- Coordinates activities with editorial teams.
- Thoroughly documents all problems and issues with live video feeds in the video scheduler notes section.
- Performs SD/HD Satellite Uplinks and Downlinks.
- Schedules Closed captioning, live feeds and tests at client's request.
- Other duties as assigned

REQUIRED EXPERIENCE

- Minimum of two years of experience working in a Satellite or Broadcast communications environment.
- Understand upconverters, modulators, amplifiers, antenna controllers and receivers.
- Experience in the technical aspects of broadcast quality HD/SD video and audio.
- Experience in both analog and digital satellite transmission and reception.

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PREFERRED EXPERIENCE

- Experience with sending content to social media: Facebook, YouTube, Twitter, etc.
- Experience with TDMA transmissions like I-Direct and related software (I-Monitor, I-Builder, I- Site)
- Experience with Closed caption encoders
- Service or Familiarity with the military preferred.

REQUIRED SKILLS, EDUCATION AND/OR CERTIFICATIONS

- The nature of this job requires employee to work in a highly technical, fast pace and high stress environment. This may require working nights, weekends and holidays.
- From time-to-time medium lifting will be required.
- Ability to obtain and maintain a Department of Defense (DoD) issued Common Access Card (CAC)
- Ability to obtain and maintain a U.S. Government Secret security clearance
- U.S. Citizenship required