BROADCAST AND MULTIMEDIA ENGINEER

JOB DESCRIPTION

Classification Responsibilities: A Broadcast and Multimedia Engineer is responsible for assisting the customer in new project definition, prioritization, and preparation of project documents and management reports. This class has a high level of responsibility for supported systems and projects and is responsible for the success of projects and operational systems of any size. Duties include: leading the management of the Broadcast and Multimedia LAN/WAN/WIFI network and development efforts related to media applications such as Roku, tvOS, Google Home, and Amazon Alexa; overseeing the development and security of intersystem communications between business platforms and mobile applications; managing server infrastructure, such as database, as it relates to media hosting, streaming, and middleware services; overseeing application coding and providing technical experience to the team responsible for mobile/intelligent application that integrate with existing City services such as utility payments, libraries, news, video content, and other related services; overseeing the monitoring of integrated business systems as it relates to API integration; and oversees quality testing and control as related business systems are updated to maintain a high level of compatibility with no interruption of services to citizens through mobile/intelligent integration. The Broadcast and Multimedia Engineer is expected to have extensive experience in Object Oriented programming related to broadcast, video, audio, and mobile application development as well as extensive experience in development for Windows, Mac, Linux, Android, Roku, and iOS platforms, effectively having the highest technical expertise within the operational group.

Additional duties include: performing highly specialized work on multiple complex assignments simultaneously such as configuration, integration, and resolution of problems for highly critical systems that have system-wide impact; assessing, troubleshooting, and following established guidelines in escalation of hardware, software, and networking problems; leading and/or participating in strategic and tactical planning activities; researching, evaluating, recommending, and implementing new technologies; designing and documenting technical systems; installing and supporting hardware and/or software; preparing and/or updating system documentation; controlling changes in system environments to ensure stable and reliable delivery of computer resources; coordinating and mentoring staff; developing, analyzing, and monitoring system metrics, and generating historical or exception data for the purpose of problem resolution and strategic planning.

Responsibilities and skills include: leadership skills, including performing independent judgment and decision-making, especially related to diagnostics and troubleshooting with high-risk, enterprise applications or infrastructure; providing quality written and verbal communications/presentations to customer areas, senior leadership, and City Council in both small and large settings; and performing vendor management including relationship and procurement management and vendor accountability. This class performs primary and secondary support for highly complex systems or products within one or more of the technical support areas of Business Solutions and Application Development; Business Analytics; Database; Network; Security; Unified Communications; and Server, Storage and Backup. This class performs technical leadership for at least one large-scale project at one time or multiple medium- to large-scale projects concurrently. Responsibilities may include supervision, employee development, and performance evaluation. This class performs related duties as required.

Distinguishing Features: An employee in this class is required to ensure system functionality, 24-hours a day, 7-days a week. The Broadcast and Multimedia Engineer receives general direction from the Deputy Communications Director - Broadcast and Multimedia who reviews the employee's work through periodic conferences, reports, and overall results achieved. This class is FLSA exempt-computer professional.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Quantitative Systems, or a related field. Considerable (3 - 5 years) computer/broadcast systems experience in at least one of the following technical support areas: Applications; Database; Network; Security; Server, Backup and Storage; Application Development; or Web Infrastructure/Middleware Support.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Considerable (3 - 5 years) technical and project leadership experience is highly desirable. Supervisory experience is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates both verbally and in writing with other City employees, vendors, management, and contractors in order to identify problems or required changes; communicates recommendations and specifications; coordinates the implementation of solutions; and provides project status reports. Communicates with team members in order to maintain continuity of customer service. Instructs and/or trains others regarding broadcast and computer systems analysis, design, documentation, programming, and testing and debugging techniques, and ensures adherence to standards. Makes formal presentations to City management, staff, team members, and customers. Prepares written documents, such as memos, project plans, reports, requests for proposals (RFP's), etc., and technical documentation with clearly organized thoughts using proper sentence structure, punctuation, and grammar. Works courteously with customers in situations that require tact and diplomacy in order to identify and resolve technical issues.

Manual/Physical: Enters data into a Personal Computer (PC) to create documentation, test and debug computer applications or system software, and/or write computer programs. Moves hardware weighing up to 50 pounds. Operates a motor vehicle requiring a standard Arizona Class D Driver's License to provide technical support at City events. Operates a variety of standard office equipment such as a PC, printer, telephone, and broadcast equipment. Distinguishes the colors of wires, cables, and electronic components to inspect, install, and/or maintain equipment. Meets scheduling and attendance requirements.

Mental: Comprehends and makes inferences from written material, including technical documentation related to system hardware and/or software. Conducts research and/or analyzes system-related data to improve system performance. Learns computer hardware and/or software through on-the-job training, in a classroom setting, or through other formats such as self-study or computer-based training. Organizes and directs the activities of staff members engaged in the installation and maintenance of system hardware and/or software. Resolves procedural, operational, and other work-related issues by analyzing problems and recommending resolutions or correcting problems. Supervises, assigns, and evaluates the work of technical staff.

Knowledge/Skills/Abilities:

Knowledge of:

government procurement policy and practices;
broadcast technologies, procedures, and trends; and
supervisory practices, procedures, and methods.

Skill in:

performing highly specialized work on multiple complex assignments simultaneously such as configuration, integration, and resolution of problems for highly critical systems that have system-wide impact;
leading and/or participating in strategic and tactical planning activities;
assessing, troubleshooting, and following established guidelines of hardware, software, and networking problems;
researching, evaluating, recommending, and implementing new technologies and/or packaged software;
installing and supporting hardware and/or software;
preparing and/or updating system documentation; and
controlling changes in system environments to ensure stable and reliable delivery of technical resources.

Ability to:

coordinate and mentor staff;
implement, maintain, and monitor infrastructure, systems, and related subsystems;
lead and participate in medium- to large-scale projects and activities that relate to broadcast solutions to create accurate, cost-effective, innovative, and timely solutions to specific business requirements;
develop, analyze, and monitor system metrics, and generate historical or exception data for the purpose of problem resolution and strategic planning;
participate in the design, programming, installation, and/or implementation of broadcast systems;
plan, analyze, design, implement, coordinate, and schedule processes, procedures, and strategies for systems that function or communicate across multiple platforms;
coordinate efforts of team members, review adherence to policies and procedures, and review results with and motivate team members; and
utilize monitoring, forecasting, trend analysis, and/or reporting tools.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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