

STANTON CHASE



Director of Technology  
Concord, NH

Recruitment Profile

February 2018

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## **The Organization – New Hampshire Public Radio (NHPR):**

NHPR is an independent and trusted source for news and information and New Hampshire's only statewide radio news service. Based in Concord, the state's capital and political hub, NHPR's newsroom, digital team, and original programs consistently earn national recognition for their in-depth reporting and production. NHPR is the winner of the 2015 and 2017 National Edward R. Murrow Award for overall excellence.

The station has grown steadily over the years. In 1981, NHPR had 500 members; today it has over 19,000 contributing households. In 1981, there was a single transmitter serving the Capitol Region; today, NHPR reaches all corners of the state from 16 transmission sites. As a statewide network, NHPR is committed to serving as interlocutor, bringing the different regions of this state together. Each day NHPR delivers local content reported by NHPR's award-winning reporters and producers, as well as national and world news from National Public Radio (NPR), Public Radio International (PRI), American Public Media (APM) and the Public Radio Exchange (PRX). NHPR is the exclusive outlet for NPR News in the Granite State.

NHPR's operations are guided by a Board-approved strategic plan, a blueprint for the future designed to position NHPR as the state's journalistic leader. To accomplish this goal, the station is focused on four priorities: 1) Create Excellent Content About and For New Hampshire; 2) Expand, Engage and Diversify Our Audience; 3) Grow Net Revenue; and 4) Continue to Build an Organizational Culture that Combines Creativity with Strategic, Data-based Decision Making. To this end, NHPR is raising \$5 million to support several content initiatives: State of Democracy, an enterprise and investigative journalism unit; Outside/In, a podcast and occasional broadcast about the natural world and how we use it; and New Hampshire Commons, a local reporting and community engagement initiative. The Campaign is set to conclude in June 2018.

NHPR is committed to a multi-platform content distribution strategy, serving listeners where and how they listen. The station has seen much success in the area of podcast production and is considered a leader among mid-sized stations. Civics 101, Outside/In, and 10-Minute Writer's Workshop have attracted a national audience with fans from Los Angeles, Washington DC, Boston, Austin, and beyond. Since its launch, Civics 101 has been downloaded more than 3 million times and has risen to #6 on the iTunes chart. Outside/In reached #10 on the iTunes Science and Medicine chart, was named best new podcast of 2016 by Outside Magazine, and recently earned a national Murrow award for best feature reporting.

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## The Opportunity:

New Hampshire Public Radio seeks a Director of Technology (DoT) to work closely with the Chief Operating Officer and leadership team in providing strategic and tactical leadership for the technology needs of NHPR. The DoT oversees broadcast operations, information technology, engineering functions, broadcast transmission/distribution services, and a suite of digital products and delivery systems. The DoT is responsible for planning, developing, and maintaining the station's technical infrastructure. He/she serves as Chief Operator of all FCC licensed facilities, ensuring full compliance with FCC rules and regulations, CPB standards, and other applicable laws and policies. The Director of Technology manages a full-time staff of three technology professionals as well as independent contractors and vendors.

**The Position:** Director of Technology

**Reports To:** Chief Operating Officer

**Core Technical Competencies:** Reliable IT infrastructure  
Content management systems for broadcast  
Efficient multiplatform workflow  
Support for mobile and emerging platforms  
Continuing support for radio  
Disaster recovery for enterprise level information, networking and production systems

## Position Responsibilities:

### Technical Infrastructure, Planning & Operations.

- Manage all aspects of technology for NHPR, including broadcast engineering, information technology, and studio operations. Remain abreast of the latest developments in digital, broadcast, and business technology.
- Lead the assessment, implementation, and support of software or business applications considering compatibility with NHPR's technology environment and long-range plans, risks, benefits, efficiencies, shelf-life, maintenance, and costs.
- Establish, update, and maintain standard operating procedures and technology policies/protocols that ensure secure, efficient and quality performance of NHPR technology systems and equipment.
- Ensure compliance with applicable federal, state and local regulatory requirements, including FCC and CPB filings.
- Maintain thorough and accurate documentation of all transmission, production, distribution, telecommunications, and computer equipment.
- Oversee the digital operations of radio's technical facilities and the ongoing maintenance of the interactive platforms.
- Develop training programs for key systems, ensuring proper operation and full utilization of technological capacity.
- Ensure that technology department is responsive and communicative about issues that arise.
- Oversee business continuity and recovery systems for natural disasters and any other unforeseen events that could affect operations, security, and maintenance.

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## **Strategy and Leadership:**

- Create a cohesive and future-oriented technical plan that reflects the needs of a complex and changing technology ecosystem and translate technical capabilities into business decisions that are integrated into the NHPR Strategic Plan.
- Maintain continuous lines of communication, keeping NHPR leadership team informed of all critical issues.
- Provide technology leadership and input for all strategic plan implementation processes.
- Provide direction for long-term planning, resource allocation and organizational design for broadcast/technology strategies.
- Represents the organization externally as necessary, particularly regarding NHPR's Broadcast Technology Center in Concord and its transmitter sites across the state.

## **Department Leadership |Technology and Facilities:**

- Manage the Technology Department: Information Technology and Engineering (transmitters and studios).
- Work with senior staff to establish technical standards for production, broadcast and digital distribution, and troubleshoot as necessary to ensure high quality of service.
- Oversee, direct, and manage the planning, replacement, and repair of NHPR's facilities and infrastructure. Specify, procure and implement telecommunications hardware and services to meet the telephone and computer network needs of the station.
- Establish and maintain relationships with vendors, contractors and equipment suppliers.
- Ensure that NHPR's Broadcast Center at 2 Pillsbury Street in Concord and its transmitter sites across the state are well-managed and maintained.

## **Qualifications of the Ideal Candidate:**

- Minimum of 10 years of broadcast engineering and information technology or related experience.
- Currently in a technology and operations role with experience with digital audio formats and technology for mobile and emerging platforms.
- Knowledge of FM transmitters and antenna systems, digital and analog broadcasting equipment, satellite technology, and public broadcasting preferred.
- SBE certification preferred.
- Demonstrated expertise in managing and supporting computers and network infrastructure.
- Knowledge of FCC rules and regulations for licensed broadcast facilities.
- Excellent strategic planning, organizational, interpersonal, and communication skills.
- Previous experience managing personnel and budgets.
- Ability to effectively analyze, appraise, evaluate, and solve problems of an organizational, administrative, and technical nature.
- Experience evaluating and negotiating contractor and vendor bids.
- Outstanding customer service skills.
- Familiarity with the design and operation of HVAC systems preferred.
- Excellent attention to detail and accuracy.
- A valid driver's license, a satisfactory motor vehicle record and the ability to drive for the station and operate an ATV/OHRV.
- Ability to bend, crouch, stoop, climb and lift up to 30 pounds frequently and up to 50 pounds occasionally.
- Bachelor's degree in electrical or computer engineering, information technology or related field or the equivalent.

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## **Personal Characteristics Desired:**

- Passion for NHPR's mission.
- A pragmatic, collaborative, team-oriented leader with highly developed relationship building skills; adept as an influencer and consensus builder.
- An unquestioned reputation for integrity and ethics; a strong character that will quickly gain the trust of others.
- Creative, versatile, intuitive, and driven; mission oriented.

## **If Interested and Qualified, please contact:**

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Stanton Chase is ranked within the top 10 global retained search firms with 74 offices in 43 countries. We have 8 specialist industry practice groups that operate as international teams and this gives us a unique opportunity to listen carefully to our clients. Stanton Chase is owned by its partners who take individual responsibility for delivering outstanding quality for each assignment. Stanton Chase is a member of the Association of Executive Search Consultants.