

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Master Control Operations Technician

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### Definition

Performs routine duties required in operating master control equipment, with specialization in audio, video, digital, remote control, and computer-based equipment associated with master control; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Operates video and audio switchers, automation, and character generation systems to ensure programs air according to schedule and meet broadcast quality standards.

Monitors transmitters, signal levels, timing, and content, recording and reporting any irregularities in programming or technical operations.

Adjusts or corrects playback and transmission issues and coordinates with engineering or production staff to resolve problems.

Maintains accurate transmitter and operational logs and ensures compliance with FCC and Emergency Alert System requirements.

Operates master control for on-air operations in the distribution of program material; operates equipment in the Network Operations Center (NOC) area in support of master control and on-air operations.

Responsible for proper compliance of Federal Communications Commission (FCC) and Federal Aviation Administration (FAA) rules and regulations applicable to all areas of engineering and maintenance of required records associated with the FCC and FAA.

### Competencies Required

#### Knowledge:

- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Engineering and Technology – Practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Communications and Media – Media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Abilities:

- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Manual Dexterity – Quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Operations Monitoring – Watching gauges, dials, or other indicators to make sure a machine is working properly.
- Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Operation and Control – Controlling operations of equipment or systems.
- Troubleshooting – Determining causes of operating errors and deciding what to do about it.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.

- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

### Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Three years of full-time work experience in operating, maintaining, and repairing master control electronic equipment.
- 2) A total of three years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 3) Graduation from an accredited college or university with an associate's degree in electronic technology or a closely-related field, and experience equal to one year of full-time work in operating, maintaining, and repairing master control electronic equipment.
- 4) All of the following (a and b):
  - a. Two years of full-time work experience in operating, maintaining, and repairing complex electronic master control equipment in a radio or television transmitter/translator or network studio; and
  - b. Possession of a certificate in electronics technology, or closely-related field, from an accredited technical or military program, college, or university.

*Effective date: 12/25 KC*