

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

## Operations Assistant

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### Definition

Under direction from the Operations Manager or other designated staff, assists in the coordination of materials for the daily operation of the network as they pertain to programming and support services at Iowa PBS; 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

Reviews and updates daily program schedules and continuity logs, coordinating delivery and tracking of programming, promotional, and interstitial materials.

Functions as duty operator during non-business hours or remote live telecasts, making operational or scheduling adjustments and directing on-site staff as needed for quality control.

Monitors broadcast materials and supports troubleshooting of content, equipment, or scheduling discrepancies to maintain consistent on-air quality.

Initiates and maintains discrepancy reports and records of operational changes; discusses and resolves issues with appropriate supervisors or engineering staff.

Communicates with programming, traffic, promotion, and engineering units to ensure compliance with FCC and internal operational standards.

Supports integration of broadcast and streaming workflows and performs related work as required.

### Competencies Required

#### Knowledge:

- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- 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.
- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Engineering and Technology – The 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.

- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Abilities:

- 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.
- Visualization – Imagine how something will look after it is moved around or when its parts are moved or rearranged.
- 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).
- 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.
- 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.
- 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.

## **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 specialized technical support work.
- 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 television, communications, broadcasting, multimedia, or a related field, and experience equal to one year of full-time work in specialized technical support work.

*Effective date: 12/25 KC*