



# IT Supervisor (Technology Operations Supervisor) Full-Time Position

Since 1954, CHCH-TV has been one of Canada's leading local heritage stations, serving the dynamic and rapidly growing regions of Hamilton, Halton and Niagara with a strong commitment to quality news programming. The successful candidate's position would be a **Full-Time Technology Operations Supervisor. Be involved in the build out of our new facility where we will be using new and emerging technology to support a multiplatform digital newsroom.** In this non-union position, you will supervise the Technology Operations staff at CHCH and lead an IT centric team that oversees the technology infrastructure of the Hamilton Facility.

## Essential Duties and Responsibilities:

- Deliver exceptional and quality service to all users of technology
- Provide total cost of ownership and impact analysis for planned upgrades
- Oversee the technical infrastructure on a day to day basis, utilizing practical knowledge of Server Systems, Desktop Systems, Switches, Firewalls and network attached storage, VOIP Systems, Email Systems, Security systems as well as other systems as required
- Provide critical problem solving, sound decision making and strategic architectural planning, purchasing and implementation
- Maintain excellent communication and relationships with management
- Demonstrate sound leadership skills including the ability to motivate and lead others when working under pressure
- Mentor and provide feedback to subordinates through informal and formal processes
- Develop a strong team of technicians through training and effective two-way communication
- Oversee the Hamilton Transmitter & Maintenance Technicians staff schedules and workflow
- Effectively troubleshoot and problem solve hardware and software issues for timely resolution
- Liaise with outside vendors and technical support in a professional manner
- Project manage the planning and implementation of Technology Operations Department projects under the guidance of Director of Operations
- Strong communication with News Programming and News Operations teams and the Senior Management on all issues affecting the technical infrastructure of the Technology Operations Department
- Some travel will be required
- Other duties as assigned

## Key Qualifications:

- Dedication and commitment to quality and exceptional service delivery
- A successful five year history of supporting a technical infrastructure and a proven ability to handle day to day needs of a small to medium sized office, supporting both technical and non-technical employees
- Excellent problem solving, sound decision making and strategic architectural planning, purchasing and implementation capabilities
- Excellent communication, relationship management and reasoning skills
- Practical knowledge of Linux (3 + years), Email Servers (3 + years), and VOIP (1 year or more with Asterisk); Server Systems, Desktop Systems, Macs, Switches, Firewalls and Network Attached Storage
- Experience in the broadcast industry will be a definite asset

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***Please be aware that we are in the process of developing a workplace COVID-19 vaccine policy. In the future, we may ask for proof of COVID-19 vaccination. Accommodations for exemptions will be considered.***

**Please send your resume and cover letter in confidence to [hr@chch.com](mailto:hr@chch.com) quoting Reference# CHCH-TOS-2021-10**

21950015 Ontario Inc. is a member of the Channel Zero group of companies and along with its subsidiaries, affiliates, and related companies is an equal opportunity employer dedicated to diversity in its workforce. Please note that all qualified candidates are encouraged to apply but applications from Canadians and permanent residents will be given priority. We thank all applicants for their interest; however, only selected candidates will be contacted. No telephone calls or agencies please.

#### **About CHCH**

CHCH-TV started broadcasting in 1954 and is proud to be the news leader for Hamilton and the surrounding Halton and Niagara regions. CHCH produces over 24 hours of original local news programming each week. With a primetime line-up anchored by movies, news magazine shows, and hit dramas, CHCH is available to over 92% of Ontario households and is viewed by millions nationally each week. CHCH News is produced daily out of its broadcast studio located in Hamilton, Ontario. For more information, please visit [chch.com](http://chch.com).



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