



Technology Operations Supervisor

Full-Time Position

Are you passionate about news? Looking to innovate? Want to work with a talented, hard-working team? We have **an immediate opening** for the position of a **full-time Technology Operations Supervisor**.

CHCH News is a multiplatform organization serving the dynamic and rapidly growing regions of Hamilton, Halton, and Niagara. We genuinely care about our community and about working in an environment that allows each of us to bring our best selves to work.

Essential Duties and Responsibilities:

- Provide total cost of ownership and impact analysis for planned upgrades
- Oversee the technical infrastructure on a day to day basis
- Oversee Transmitter & Maintenance Technician staff workflow
- Develop a strong team of technicians through training and effective two-way communication
- Strong communication with News programming and News Operation teams and the Senior Management on all issues affecting the technical infrastructure of the Technology Operations department.
- Deliver exceptional and quality service to all users of technology
- 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
- 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
- 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 send your resume and cover letter in confidence to hr@chch.com quoting Reference# CHCH-TOS-2024-10

2190015 Ontario Inc. (CHCH-TV) is a member of the Channel Zero group of companies and along with its subsidiaries, affiliates, and related companies is dedicated to diversity in its workforce. We are committed to attracting, developing and retaining qualified individuals from typically underrepresented groups; candidates may elect to self identify as a member of a designated group. We want to reflect the diversity of the many communities that we serve, and thus provide a safe and equitable opportunity for all. 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. **If you require accommodations at this or any stage of the recruitment process, please inform us as soon as possible by sending an email to careers@chz.com**

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. Millions more see us online on various platforms. CHCH News is produced daily out of its broadcast studio located in Hamilton, Ontario. For more information, please visit chch.com.