



**Position:** Broadcast Operations Support Manager

**About the company:**

Beat the Traffic® is revolutionizing the presentation and delivery of traffic information on Television, on the web and wireless. Do you want to be part of it?

Our complete solution for the broadcast of traffic reports features consistent on-air and on-line components, 3D animation, lower third ticker, information user pages and traffic forecasting. Our [www.BeatTheTraffic.com](http://www.BeatTheTraffic.com) website and our mobile Apps cover more than a hundred cities all around the US and Canada.

We offer a fast-paced and fun work atmosphere, and are centrally located in the Silicon Valley.

**The candidate will:**

Under the general direction of the CEO, the Broadcast Operations Support Manager will:

- Coordinate and manage the broadcast operations and technical support of our TV and Cable customers.
- Use automated dashboard and manual methods to ensure that systems are properly functioning and traffic data flows properly through the systems. Involves occasionally manually inputting traffic data.
- Direct and coordinate the activities of the various engineers involved in technical support
- Lead and motivate team to meet company-wide service goals.
- Confers with end users and vendors.
- Negotiate service/upgrade terms with Broadcast customers and ensure customer satisfaction.

The candidate must be available during extended morning drive time (5am through 12noon eastern weekdays) to answer emergency or technical support calls.

**Education/Experience/Skills/Qualifications:**

- A technical degree (BS) and 2 years experience in operations, engineering or customer support.
- Must be technologically advantaged and highly proficient with computers & software and MS Office suite.
- Broadcasting experience.
- Must be detail-oriented to resolve customer issues.
- Salesforce.com experience to track cases and re-use solutions is a plus.
- Management experience is a plus.

**To Apply:**

Email resume, cover letter and salary requirement to [careers123 at beatthetraffic.com](mailto:careers123@beatthetraffic.com)