Joe Curcio

EXPERIENCE:

(2007 – present) Manager, Broadcast Technology Support Services (BTSS), ABC Television Network, New York, Broadcast Operations and Engineering (BO&E):
- Manage eight Broadcast and Senior Broadcast Technology Specialists, including hiring of per diem and full time employees, staff scheduling, shift rotations, on-call services, leave approval and tracking.
- Develop and maintain staff policies and procedures, setting goals, monitor performance and provide evaluations.
- Supervision and staff administration, including prioritizing support tasks, preventative maintenance, coordinating with HD studios availability, and special technical projects and events.
- Maintain and provide performance metrics using Zeus and Remedy ticketing systems.
- Create, monitor, and administer annual and long-range department budget, and purchases.
- Research and recommend technology solutions.
- Create and maintain proprietary support documentation, protocols and procedures, technical training and technology materials and knowledge base.
- Meet with inter-department senior VP, and Directors to provide progress reports on current and upcoming support, and technology tasks and projects.
- Manage all aspects of 24/7, T1 to T3 managed services technical support department including monitoring, repair, and administration of over 300 on-air critical IT/broadcast systems.
- Monitor and manage service alerts, imaging/backup, software version control, patch management, incident tracking, analysis, trending, and history.

(2001 – 2007) Engineering Project Manager, ABC Radio Networks, New York:
- Worked closely with, and supported the VP and Director(s) of Engineering to help achieve their technical goals, strategies, objectives and departmental budgets.
- Provided technical strategies, and recommendations to improve quality, workflow, and productivity using technology solutions.
- Administered multiple project budgets, capital expenditure requests, and RFQ's.
- Managed varying numbers of internal, per diem, and vendor provided technical personnel.
- Managed all technical and budgetary aspects in the design and installation of digital conversion projects for multiple broadcast engineering systems including the installation of a $2.1M digital audio system.
- Engineered and implemented a 100% transformation in the way ABC Radio Networks performs ingest, post-production, and distribution of news, commercial and long form content.

(1999 - 2000) Supervisor of Radio & Television Operations, DCAS:
- Managed day-to-day operations, and personnel to provide sound reinforcement and press and broadcast distribution services for The Office of The Mayor and City Council of New York.
- Managed the upgrade of audio, video, automation and web casting systems and implemented digital production and IT systems and network.
- Completed installation and optimization of the Mayors live and on-demand web casting system.

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(1984 – 1999) **WNYC-FM/AM:** Titles included: Senior Project Manager, Supervisor of Radio Operations and Engineering, Senior Broadcast Engineer, Broadcast Engineer.

- Managed 10 - 17 broadcast, remote, master control, and production engineers and facility scheduling.
- Managed operations, satellite uplink, production, maintenance, concert remote/post production, and sound reinforcement units.
- Produced and maintained facilities technical documentation.
- Generated operations policies, technical reports and evaluations.
- Directed, engineered and implemented all major engineering department projects and installations, custom design, documentation, and training.
- Design of the digital audio workstation network (DAWN), automation and networking, including Dalet digital, and Pro-Tools systems.
- Designed the required technology solutions for the first live and on demand Internet web casting systems for wnyc.org.
- Completed a wide range of broadcast projects.
- Performed all aspects of operations and engineering.

Education, Management, Systems, and Special Training and Certification:

- Queensboro College: Electronic Engineering (EE).
- LaGuardia College: Business.
- Queens Vocational H.S: Radio & Television electronics.
- TSS of New York: Television production.
- Business Management Edge Certifications:
  o Standards of Business Conduct.
  o Advanced Business Writing.
  o Leaders Foundation for Communication.
  o Managing Generations in the Workplace.
  o Coaching for Performance.
  o Building and Transforming Teams.
  o Strategies for Management Success.
  o International Labor Standards.
  o Records Information Management (RIM).
  o Managers Guide To Developing Others.
- Microsoft MCSE training.
- Enterprise Security and Privacy Awareness.
- Hands on TCP/IP.
- Optimizing & Troubleshooting Windows.
- Cisco Routers: Configuration, troubleshooting.
- Relational Databases: Design, Tools and Techniques.
- FORE Systems, ATM networking.
- Brocade Fiber Channel.
- XML, VB, XSL, PHP, RSS, PHP, JS.
- Validating, Database Communication.
- Programming Windows applications.
- Windows Server Administration.
- Supporting Windows Workstation & Server.
- Harris Advanced Automation System Engineering.
- Grass Valley Group, Profile A/V Servers.
- AVID Media Composer, Air Speed, and ISIS storage administration.
- NAB, Digital Audio Workstation.
- Dalet Digital Media Network Administration.
- Netia Digital Media Network Administration.
- Harris Nexio Server Administration.
- INews.
- Northern Technologies Power Quality & Grounding.
- Emmis Broadcast Engineering workshops.

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TECHNICAL HIGHLIGHTS:

- Design, and implementation of the $2.1M ABC Radio Networks **Digital Audio System (DAS)** project to digitize and replace the core production and delivery systems and workflows for ABC Radio News, commercial, and long form program content. Including complete system interoperability between NY, LA, Bristol, and D.C bureaus, and ABC affiliate stations.

- Conceived, designed, and implemented the **ABC Spot Depot** file exchange system responsible for the transfer of 80 to 100 thousand digital audio files per month for commercial, news, long form, and production library's used by over 4,000 ABC affiliate stations, and internal production operations such as abcnewscall.com, abcsportscall.com, abceprep.com, Sean Hannity, ESPN, Americas Most Wanted, American Gold & Country Countdown, etc.

- Development of technical support documentation for **Electronic Program Delivery (EPD)** systems, including Media Pulse, Signiant, Isilon, and ISIS storage depots used in connection with Disney worldwide, and Monorail file exchange systems.

- Provided technical support for hardware, software and configuration upgrade of entire **Harris Automation System.**

- Technical support for the installation of **six new ABC Television Network HD broadcast, ingest, and production facilities.**

- Development of **ABC Radio Networks digital production standards**, including training courses (videos, on-line resources, troubleshooting techniques, etc.)

- Various **ABC Television Network IT infrastructure projects** including core Cisco switch/routers and bandwidth upgrade, VLAN reconfiguration, upgrade of electronic file transfer and WAN acceleration systems.

- Supported the installation and design of **ABC Radio Networks Star Guide** store and forward systems.

- **IT administration** of news production and morning prep, digital audio and web based network including IIS, SQL database, MS Clustering, firewall and VPN, DNS, and Cisco based infrastructure.

- Developed and coded more than 25 custom **software applications and middleware** packages.

- Completed installation and optimization of the Mayor of New York's **live and on-demand web casting system,** creating the first municipal system of its kind in the country.

Complete project portfolio and references provided upon request.