ERIC HEAD

Broadcast Engineering & Technology Operations Leader

eric@mytriadtech.com | 831-242-0797 | linkedin.com/in/ericwhead/

PROFESSIONAL PROFILE

Broadcast engineering, IT, and operations leader with 26+ years at Hearst Television and approximately 20 years of IT management responsibility. Hearst's first Engineering Director to advance from an IT leadership background. Served as a department head reporting directly to the General Manager at KSBW, WAPT, and WESH/WKCF/WMOR. Experience combines multi-market leadership, live broadcast reliability, capital planning, regulatory compliance, and disaster recovery.

SELECTED ACCOMPLISHMENTS

- Centralized WMOR Tampa operational functions into Orlando while maintaining uninterrupted service across two television markets.
- Delivered 100+ capital projects across four markets, including two studio construction projects, three production control room rebuilds or upgrades, and IT and transmission modernization.
- Oversaw operations across seven transmitter sites and led teams supporting three stations, nine broadcast networks, and approximately 11 hours of live local news daily.

PROFESSIONAL EXPERIENCE

Director of Engineering | WESH/WKCF Orlando and WMOR-TV Tampa | 2022–2026

- Reported directly to the General Manager and served on the Department Head Team, leading a 20-person engineering and operations organization across three stations in two markets.
- Directed engineering, IT, facilities, transmission, master control, and operations; managed operating and capital budgets, vendor relationships, and technology planning.
- Led the integration of WMOR operational functions, including master control, into Orlando. Completed 35 capital projects in 2023–2024 and led control room rebuilds, transmitter initiatives, and newsroom renovations.
- Led the team operating and maintaining Hearst Television's Disaster Recovery Center at WESH, with satellite delivery of programming and commercial content directly to other stations' transmitter sites.
- Served as local EAS system administrator and oversaw FCC compliance activities, including required testing, transmitter and EAS logs, inspections, and corrective actions.

Director of Engineering | WAPT-TV | 2019–2022

- Served as a department head reporting directly to the General Manager, leading engineering, IT, transmission, and facilities operations in Jackson, Mississippi.
- Directed construction of a new studio and deployment of a 38 kW transmitter; managed capital projects, infrastructure improvements, and contractor coordination.

Director of Engineering / IT Manager | KSBW-TV | 2015–2018

- Promoted to Director of Engineering while retaining IT Manager responsibilities in Monterey/Salinas, California; served as a department head reporting directly to the General Manager.
- Led new studio design and construction and a production control room upgrade; supported operational resilience through flywheel backup power and redundant infrastructure.

Assistant Chief Engineer / IT Manager | KSBW-TV | 2014–2015

- Held concurrent IT Manager responsibilities while supporting engineering, facilities, technical infrastructure, and capital improvement projects.

Site Administrator of IT / Broadcast Engineer | WXII-TV | 2000–2014

- Progressed through technical and leadership responsibilities spanning enterprise IT, networking, transmission, production technology, and operational support over 14 years.

BROADCAST AND IT EXPERTISE

- **Transmission and RF:** Transmitter maintenance and monitoring, antenna systems, microwave links, satellite uplink/downlink systems, and signal distribution; Ericsson, Tandberg, and Harmonic IRDs.
- **Broadcast networking:** Routing, switching, VLANs, multicast, firewalls, and network redundancy, combining IT management experience with broadcast system integration.
- **Production and newsroom:** Sony studio and ENG cameras, Sony production switchers, Grass Valley Ignite production automation, ENPS, and Bitcentral.
- **Media and streaming:** Shared storage, ingest, playback, archiving, and master-control automation; Imagine Communications, Florical, Harmonic encoding, Uplynk, and RTMP streaming.
- **Audio and communications:** Dante networking, audio consoles, intercom systems, and wireless microphones.
- **Critical infrastructure:** Generators, UPS, flywheel backup power, HVAC, and preventive maintenance.
- **EAS and FCC compliance:** Local station EAS system administration, required testing, transmitter and EAS logs, inspections, corrective actions, and compliance oversight.

ADDITIONAL LIVE BROADCAST EXPERIENCE

- Served as Engineer in Charge for WSSU football broadcasts over five seasons.

INDEPENDENT APPLICATION DEVELOPMENT

- Developed and published five iPhone applications on the Apple App Store using AI-assisted development tools, including ChatGPT, Codex, and Claude through VibeCode.
- Developing applications for engineering operations, facilities management, and workflow coordination, drawing on broadcast, IT, and operational experience.

EDUCATION

ECPI College of Technology — Diploma, Computer Technology (2000)

LEADERSHIP DEVELOPMENT

Hearst Leadership Development Program (Harvard Business Publishing)
Hearst Television Mentorship Program (Two-Time Participant)
Hearst INCLUDE Certified Change Agent