

Justin Steyer

Seattle–Tacoma, WA (Remote)
jsteyer@gmail.com • (253) 651-4913 • linkedin.com/in/jsteyer

SUMMARY

Platform operations and digital infrastructure leader with 15+ years of experience overseeing publishing systems, digital operations, engineering coordination, and enterprise technology workflows in complex, always-on media environments. Proven success leading CMS migrations, cross-functional technical operations, vendor partnerships, workflow optimization, and operational continuity across multi-site organizations. Experienced bridging technical and non-technical stakeholders while supporting high-availability content and distribution platforms.

CORE SKILLS

Platform Operations • CMS Administration • WordPress • Drupal • Grove CMS / Brightspot • Digital Publishing Systems • Operational Leadership • Vendor Management • Workflow Optimization • Cross-Functional Collaboration • Digital Infrastructure • Technical Documentation • Content Operations • Project Coordination • Streaming Platforms • IT Operations • Process Improvement • Stakeholder Communication • Microsoft 365 • Airtable • Smartsheet • Salesforce • Azure AD

PROFESSIONAL EXPERIENCE

KNKX Public Radio — Seattle/Tacoma, WA

Technology Consultant (Part-Time) | 2025–Present

Continue supporting operational and technical initiatives following organizational restructuring, maintaining continuity across digital and infrastructure systems.

Manage large structured reporting datasets and workflows, including quarterly SoundExchange royalty reporting and operational data validation.

Provide technical guidance and documentation support for ongoing digital operations and platform maintenance.

KNKX Public Radio — Seattle/Tacoma, WA

Director of Digital Media & Technology | 2015–2025

Led digital platform operations, engineering coordination, and IT strategy for a multi-site public media organization serving one of the largest broadcast coverage areas in Washington state.

Oversaw digital publishing ecosystems and operational workflows supporting web, streaming, mobile, and broadcast content distribution in a 24/7 environment.

Managed and supported CMS ecosystems including WordPress, Drupal, and Grove CMS (Brightspot), including platform transitions, workflow optimization, user support, and operational continuity.

Directed cross-functional coordination between digital, engineering, editorial, and operational teams to support high-availability publishing and distribution systems.

Led platform and vendor transitions involving streaming infrastructure, digital applications, publishing workflows, and operational support systems.

Oversaw technology infrastructure and operational planning for major studio and office relocations in Seattle and Tacoma, including networking, server infrastructure, broadcast systems coordination, and technical implementation.

Developed operational documentation, knowledge transfer materials, and workflow standards to support long-term sustainability and audit readiness.

Coordinated annual cybersecurity assessments, insurance-related technology audits, and vendor-led penetration testing initiatives.

Managed departmental budgeting, vendor relationships, and operational planning across digital media, engineering, and IT functions.

Presented technical strategy, operational risk, and infrastructure planning updates to executive leadership and board stakeholders.

Supported continuity planning and operational response during critical system outages and live production incidents in high-pressure broadcast environments.

KNKX Public Radio — Seattle/Tacoma, WA

Director of Digital Strategy | 2014–2015

Led digital audience and publishing strategy initiatives across web, mobile, streaming, and content distribution platforms.

Helped modernize digital publishing workflows and platform operations to improve organizational efficiency and audience engagement.

Coordinated collaboration between editorial, technical, and operational stakeholders on digital initiatives and platform improvements.

KNKX Public Radio — Seattle/Tacoma, WA

Multimedia Manager | 2009–2014

Managed daily digital publishing operations across web, social, audio, and multimedia platforms.

Supported WordPress-based publishing environments, multimedia workflows, and audience engagement initiatives.

Collaborated with editorial and technical teams to support reliable digital content delivery and operational continuity.

Served as a speaker for the International Media Association conference in conjunction with SXSW on digital publishing and media platform strategy.

The Seattle Times — Seattle, WA

Producer | 2008–2009

Supported digital publishing, multimedia production, and online content workflows for a major metropolitan news organization.

Coordinated multimedia assets, web publishing support, and newsroom production processes under daily deadlines.

EDUCATION

MBA — Pacific Lutheran University (Technology & Innovation Management)

BA — Western Washington University (Visual Journalism)

AAS — Tacoma Community College (Associate of Arts and Sciences)