

JOB DESCRIPTION

JOB TITLE: Senior Event Technician
REPORTING TO: Senior Event Manager
WORKING HOURS: 40 hours per week, Monday-Friday

ROLE SUMMARY

The Senior Event Technician's prime function is to provide Event and VC technical support across all event spaces. Operation of Event Specific equipment includes – Audio Desk, Vision Mix, CCU and providing Webcast and Video Conferencing and show calling services. The Senior Event Technician will also understand and take on the Event Manager position where required for Holiday and Sickness coverage and high levels of business activities.

The position involves a high degree of exposure, working sometimes with executive management and managing directors to provide the services listed above.

DUTIES & RESPONSIBILITIES

All services should be delivered punctually at scheduled times and in accordance with agreed SLA's. The Event Technician is expected to arrive in good time for the start of the scheduled Pre Call setup-time and remain for duration support where required.

Responsibilities include, but are not limited to:

- Set up and operate client supplied infrastructure, equipment and applications in dedicated live event spaces and meeting rooms to deliver live events in accordance with SOP
- Ensure operational availability of allocated event spaces and meeting rooms carrying out all regular and pre-event equipment checks in accordance with SOP
- Perform L1/L2 incident management
- Escalate to Technical manager for L3 incident management as required
- Work with other sites and via other delivery channels and collaborate with peers in other client locations to deliver live events
- Ensure that any configuration management data is maintained using client's preferred toolsets
- Attend post event debriefs for each event
- Act in capacity of show-caller as required
- Client Management – Building and maintaining client relationships
- Contribute to ongoing development of operation procedures and processes
- Participate in incident management and problem management activities
- Venue Management – To work with Maintenance teams to ensure that the event spaces are kept to the highest possible standard, and to work in partnership with property management to provide a professional service to clients
- Continuous Service Improvement (CSI)

EVENT MANAGEMENT

- Scheduling, planning and coordination of component technology services necessary to deliver town halls or other types of audio/visual events in accordance with client's SOP
- Be present to address client issues during set up and execution of events
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- Participate in incident management and problem management activities
- Engage with external suppliers to provide event services and equipment not available within client site
- Record participants headcount present during an event

TRAINING AND DEVELOPMENT

- Monitor performance of Personnel and provide feedback via client toolset
- Team Building – Promote and deliver team collaboration whilst maintaining team morale
- Team Management – Management of directly employed, locum and freelance staff in the delivery of high-level live events
- Role Management – Develop, adopt and deliver departmental best practices
- Skills Gap Analysis – Identify areas required for training and development for team and self
- Training – Responsible for identifying training and development plans
- Progression – Identify and nurture development of key team members

SKILL SET REQUIREMENT

- A deep technical understanding of digital and analogue audio and video signal processing standards and protocols and familiarity with the Audio Visual engineering disciplines associated with complex environments such as auditoria, board rooms and flexible presentation spaces
- Diploma or degree in live event production or related discipline
- Three years' industry experience in field's relation to live event production
- InfoComm Essential of AV Technology
- InfoComm CTS