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| **JOB INFORMATION** |
| JOB TITLE | **Event Engineer** |
| LOCATION | **Head Office Technologies**  |
| REPORTS TO | **Operations Manager** |
| OVERALL PURPOSE OF JOB |
| Our IT division is the newest and most rapidly growing area of the business. Within this exciting division, there is scope to progress. The main responsibility is to engage a team to install and support on-site communication and interactive services for events, deploying a range of temporary networks and equipment that delivers flawless payment solutions across the site. Excellent communication and problem-solving skills will be required as well as some proven experience or interest in the events industry. An ability to successfully lead and manage an event team is highly valuable. |

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| MAIN DUTIES AND RESPONSIBILITIES |
| • Execute event technical solutions, working to Event Pack and Budget guidelines.• Install EPOS/PDQ solutions within a temporary environment, providing full capability and user training to both internal and external customers.• Ensure deployed solutions are PCI compliant where required.• Ensure via the team that all technological solutions are tested and in correct working order prior to live event.• Provide end user training on how to utilise and make best use of the technology being deployed to them.• Provide clear briefings and communication to clients and end users on how the system is setup/performing/operating.• Provide on-site technical support for the deployed infrastructure during an event, monitoring performance, diagnosing and fixing issues as they arise, providing a fast response service to issues and queries.• Undertake the breakdown of event/venue specific equipment including the de-rigging and storage of any mobile technology upon completion.• Install both fibre and copper cabling throughout a venue as required and deploy WIFI connectivity.• Ensure technical and operational issues are escalated in a timely fashion to your line manager.• Maintain all tools, equipment and spares in a secure, organised and accessible state.• Ensure that all site Health & Safety rules, procedures and requirements are always adhered to and safe working practices are adopted.• Report any concerns regarding the suitability, security or use of company hardware and ICT to your line manager.• Maintain an up-to-date knowledge of emerging technology trends and developments in areas of interest and relevance to the business.• Undertake the build-up of venue specific requirements, including the positioning, installation, allocation and operation of technical equipment and the asset tracking of such equipment.• Provide Workshop based equipment maintenance during non-Event time as required.• Any other duties that may be required from time to time for the smooth running of the business. |

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| KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED |
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| **Essential** • Technical problem-solving ability• Good planning and time management skills with the ability to prioritise workload appropriately and meet challenging deadlines. • Good verbal and written communication skills with the ability to build effective business and colleague relationships and explain solutions to a non-technical audience. • Ability to work unsupervised, using own initiative, in cooperation with other teams. • Good administrative and excellent time keeping/working to deadlines. • Understanding of events industry/experience of site-based working (exhibitions, conferences, green fields)• Understanding of, and commitment to, safe site working practices. • Understanding of, and commitment to, the unsociable working hours that are necessary in the events industry (working hours will ordinarily be 5 days out of every 7 including weekends and long days at times) • Full UK driving license (with no more than 6 points for minor convictions). • Ability to engage with teams and manage the event successfully. • Ability to work in and react to a changing environment and respond pragmatically to problems as they arise.**Desirable**• Experience of working in a retail environment, with good working knowledge of payment solutions and EPOS.• Demonstrable experience of deploying and managing wired and WiFi networks within high density environments• Good Layer 2 knowledge and experience of CAT-5 cabling and fibre, PoE and good IP knowledge including subnets, routing, VLANS etc. • Demonstrable understanding and experience of PSTN (DSL & ISDN) and VoIP. • Some planning and budgeting experience • Experience of cross platform working.• Training/qualifications in site Health and Safety.• Ability to lead a team under pressure |

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| **PERSONAL CHARACTERISTICS** |
| • Pragmatic and commercially minded approach to problem-solving• Energetic and engaging• Flexible, adaptable and calm when working under pressure.• Positive, self-motivated, good sense of humour.• Independent, resilient, tenacious, good attention to detail. • Honest and dependable. • Well-presented, personable, team player. • Customer focused.• Used to working in an operational role with high levels of stamina. |

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| **AGREEMENT – SIGNED BY:** |
|  | **PRINT** | **SIGN** | **DATE** |
| **LINE MANAGER** |  |  |  |
| **EMPLOYEE** |  |  |  |