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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 |
| |  | | --- | | **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** |  |  |  |