

VENUE TECHNICIAN – IT SUPPORT
SALARY COMMENSURATE WITH EXPERIENCE
FULL-TIME
IMMEDIATE START

We are excited to announce that we're looking to recruit a Venue Technician with an IT bias to join our facilities and maintenance team.

This is a newly created role that offers the successful candidate the opportunity to develop their technical skills in a fast-paced, vibrant and extremely diverse stadium environment. Your primary responsibility will be to ensure that the club and the venue are supported in all aspects of basic on-site IT provision. Acting as first line support you will work closely with an external IT company for more complex IT issues and large-scale projects and, over time, broaden your knowledge and experience to provide over-arching technical support in relation to the day running of the stadium and events (AV, EPOS systems etc.).

You will be working at Emirates Old Trafford (the home of Lancashire Cricket) which has played host to some of cricket's most iconic moments since 1864 and is now an award-winning world-class venue that has undergone a transformational redevelopment over the last decade.

It is recognised as one of the UK's most prestigious venues for sport, business, leisure and entertainment with a capacity of up to 50,000 people for concerts; 26,000 for international cricket matches; meetings and events spaces for up to 2,000 delegates; a four-star hotel with 150 rooms; and an on-site Caffè Nero.

The venue has played host to some of the world's biggest sporting events, including six ICC Cricket World Cup fixtures in 2019, Ashes Test Matches and world class concerts including Ariana Grande's 'One Love Manchester' concert as well as others by Beyonce, Rihanna, Foo Fighters and more.

It's a unique place to build a career where no two days are ever the same!

The Role and Responsibilities

As a Venue Technician you will have an exciting and challenging role which will include:

- Managing IT support requests and issues (covering laptops, printers, tills etc.) and carrying out diagnostics where possible
- Taking control of problems, fixing all basic issues and being the main contact for the club when liaising with external IT support on more complex cases
- Assisting in the completion of small projects that require IT support, such as till installation or work in the media suite
- Completion of planned and reactive maintenance tasks
- Carry out inspections, checks and audits as required and in line with programmed work
- Management of I.T / AV / Technical contractors when they are site.
- Admin duties such as maintaining records, preparing reports, ordering supplies and equipment
- Providing support to the new Lancashire TV media suite
- Continually developing your technical knowledge (in areas such as tills) to ensure an exceptional guest experience
- Assisting in the setup of events
- Support the facilities department in other areas as and when required

Requirements

It is essential you can demonstrate that you have:

- Experience of working in a hands-on technical support capacity
- An understanding of health and safety systems
- A professional approach and the ability to interact with people at all levels of an organisation
- A proactive nature and a can-do attitude
- Excellent administration, record keeping and coordination skills
- A recognized skill or official qualification relevant to IT or another transferable technical discipline

It would be ideal, but is not essential, if you have:

- Experience and knowledge of stadium and / or hotel maintenance requirements.

What you can expect

- A competitive salary commensurate with experience
- Basic contributory pension scheme with option to join enhanced pension scheme, including life assurance, after 3 months service
- Optional health cash plan scheme
- 2 x standard Lancashire Cricket season memberships
- Discounts at the club store, indoor cricket centre, hotel, Caffè Nero and with the club's partners
- Holiday allowance increasing with service
- Fitness classes, table tennis club and yoga
- Social events throughout the year
- Free parking

How to Apply

If you have the relevant skills and experience and wish to apply for this role please send your CV with current salary details to careers@lancashirecricket.co.uk.

Lancashire Cricket's ambition is to work towards promoting a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity.