

POSITION DESCRIPTION

SUMMARY

Position title: Technology Services Manager
Department: Technology Services
Reports to: Manager, Technology Operations
Effective Date: 16 August 2017

MCEC's Vision To be the world's best events destination leading the way in food, technology and service.	
MCEC's Core Purpose To connect people through memorable experiences.	
<i>MCEC's guiding principles underpin all of our actions and are to be demonstrated by all employees. In order to successfully role model these behaviours, this position requires a focus on the following:</i>	
Excellence proud of who we are and excel to be the very best	Develop and maintain strong relationships by listening to internal and external customers and understanding and responding to identified needs. Provides service excellence.
Innovation embracing new ideas and creativity	Identify, generate and apply new and unique ideas or solutions to improve processes, methods, systems or services and the internal and external customer experience.
Integrity a commitment to being honest and ethical	Operates in a manner that is consistent with the organisation's code of conduct and policies. Takes responsibility and ownership for own decisions, actions and results. Can be relied upon to ensure that tasks/projects within areas of responsibility are completed in an ethical and timely manner
Respect act with consideration and appreciation	Makes clear and convincing oral presentations to individuals or groups, listens and responds appropriately to information from others. Expresses facts and ideas in writing in a clear, convincing and organised manner.
Working together as one, we are empowered, supported and recognised	Ability to effectively work as an active and contributing member of a team to complete assignments and achieve goals

DIMENSIONS

Direct reports: None. Manage the performance of technicians on assigned events. Assist the Manager, Technology Operations with managing technicians' service standards.

Budget responsibility: No delegated authority. Ensuring events are serviced according to the parameters agreed by Planning with the client; also for ensuring onsite additions and changes to event service charges are captured. Authority to spend within the parameters of their role as Primary Contact on specified events.

Other: None

POSITION PURPOSE

The Technology Services Manager is responsible for ensuring the successful delivery of all events to which they are allocated. The Manager is generally allocated to large and technically complex events.

ORGANISATIONAL RELATIONSHIPS

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Internal Relationships

CE&O and Planning	Provide advice to M&E, AMTs and planners on event delivery requirements. Ensure AMTs, planners and M&E obtain relevant information to ensure successful event delivery
Workforce Scheduling	Work with WFS to ensure delivery staff are allocated appropriately to events
Inventory Manager	Work with the Inventory Manager to ensure equipment is allocated appropriately to events
Manager, Infrastructure & Equipment	Escalate equipment availability issues and equipment allocation process issues
Production Coordinator	Work with Production Coordinator on handover to event delivery phase of production, of bump-in/out schedules, and collated production information (as provided by Specialists)
Specialists	Provide feedback to specialists on general areas of development required for the crew and services provided. Work with specialists in diagnosing and resolving event delivery failures.
Training & Development Officer	Provide feedback to the TD&O to assist in the development of training programs to improve skills and productivity for technicians, and on specific training requirements for technicians (e.g. a technician has been identified as needing help with a particular vision module).

External Relationships

Contractors	Manage contractors providing services to their allocated events
Clients	Provide advice on event design, and excellent service in event delivery. Act as an escalation point for any client related delivery issues

KEY ACCOUNTABILITIES (WHAT)

PEOPLE AND CULTURE

- Lead by example in ensuring all technicians, Technology Services and agency staff provide technical services to agreed levels of quality and consistency, and demonstrate a sense of ownership for service delivery
- Brief technicians and agency staff on MCEC service and technology standards, and event delivery requirements
- Provide strong leadership and mentoring, particularly in ensuring compliance with service standards as defined by the Manager, Technology Operations, and competency standards as defined by specialists and Infrastructure & Equipment teams
- Drive team programs as directed - service standards and continuous improvement, Workforce Scheduling, safety and security, and communications
- Contribute to department continuous improvement program, through practices like root cause analysis

CUSTOMERS

- Provide advice to planners and customers in optimising technical services for large and technically complex event delivery requirements
- Maintain client contact and effective communication between clients and internal stake holders

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- Manage the delivery of all technical services for allocated events, with a focus on large and technically complex events.
- Assist the Manager, Technology Operations in managing a research program in best practice people management, with a focus on large and casual teams, and technically skilled teams, to ensure that MCEC is seen as an employer of choice in the AV industry

CORPORATE AND FINANCIAL HEALTH

- Manage event delivery costs for allocated events
- Optimise delivery of MCEC services to events, to ensure revenue is maximised
- Track, review and confirm shifts for technicians via MCEC payroll system
- Produce a range of reports to support event delivery
- Report on shift penalties incurred during event delivery on an event by event basis
- Compile detailed and relevant event reports for all allocated events

COMMUNITY

- Work with the Manager, Technology Operations to promote MCEC as an employer of choice within the AV industry
- Contribute to team building activities for Technology Services

OCCUPATIONAL HEALTH & SAFETY

- Employees are required to comply with requirements of any relevant OH&S legislation and procedures developed by MCEC. A positive and proactive approach is also required by team members to assist in creating a safe working environment for all.

EXPERTISE - QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

QUALIFICATIONS

Desirable

- Possession of a relevant tertiary qualification
- Construction card
- EWP license

KNOWLEDGE AND EXPERIENCE

Essential

- Extensive experience in the AV industry, with a focus on the corporate market and purpose-built convention or conference facilities
- Experience managing performance of a large casual, and/or highly skilled teams
- Advanced MS Office skills
- Excellent written and verbal communication skills

Desirable

- Experience with EBMS