SHOWROOM WORKSTATION

Sheffield Media and Exhibition Centre Limited
Showroom Workstation

Job Description

Job Title:	**Technician**
Responsible to:	Technical Manager
Salary:	**£18,500 per annum**
Hours of work:	**37 hours per week, worked as 5 days over 7 on shifts**. This will include bank holidays. Shifts are usually worked between 8 am and 12 midnight, but due to the nature of our business these times could vary significantly. Additional shifts may be required due to the nature of the business, particularly during festivals.

Overview:

The Technical team is responsible for delivering all aspects of theatrical and technical presentation at the Showroom cinema and for events held in the conferencing spaces across the organisation. In support of the Technical Manager, technicians deliver a wide range of film screenings (including DCP, 35mm, and other formats), conferences, festivals, and one-off events such as talks and seminars. Technicians must liaise with other staff members from all departments to ensure that events run smoothly. The postholder will be expected to proactively engage and collaborate within a small team providing technical support to a range of staff and clients The postholder will be expected to take a pro-active approach to service standards and technical innovation, making a positive contribution to new initiatives and innovations across the organisation. The technical team also provide technical support throughout the organisation including providing 1st and 2nd line IT support to the company. All team members will have responsibility for ensuring that all statutory and licensing conditions are always adhered to, including H+S regulations.

Tasks:

Service Delivery
Technicians will have responsibility for delivering professional audio-visual presentation for the Company. This will include cinema screenings, conferences, festivals, talks, lectures and any other events in the conferencing spaces and off site in which the Company chooses to engage. The postholder will be expected to take a proactive approach to these tasks and to be constantly striving to improve technical and presentation standards. Tasks will include (but are not limited to):

- Taking a pro-active approach to customer service, ensuring that we always maintain the highest standards, and liaise with clients as necessary to ensure that all bookings are professionally dealt with.

- Ensure that films are chased, received, and dispatched correctly and in a timely and systematic way, including special programmes and festival films and that records are maintained. Ensure that screenings are programmed according to the film schedule and in good time.

- Ensure that all equipment is set up for events and conferences and that it is removed as required and stored away correctly after the event.

- Ensure that the events' booking software is monitored daily and at the start of each shift to ensure set ups are correct, events run on time, equipment is provided, and last-minute needs are responded to.

- Provide end-user IT support to the company, working with the IT Manager to monitor IT helpdesk and improve provision within the organisation.

Presentation
Technicians will be expected to be aware of our presentation policy and standards, as instructed by the Technical Manager or senior members of staff, to the benefit of our audience. The post holder must ensure that all aspects of the show or event are carried out to the highest standards. Tasks will include (but are not limited to):

- Engage in all required training to ensure that you are competent in presenting film programmes, talks, lectures, festivals, and any other technical events, and that any deficiencies are dealt with.

- To proactively increase your own awareness of equipment, diagnostics, and troubleshooting.

- To share fresh knowledge and solutions with the Technical Manager and other team members to always ensure consistency and best practice. This will include maintaining knowledge bases.

Equipment
Technicians will be expected to take a proactive approach to working with programming, education, marketing, operations, and other company staff to develop and implement new innovations working with partners on IT solutions or implementing projects. Tasks will include (but are not limited to):

- To ensure that all audio-visual equipment is kept in good working order and to perform any updates necessary. To identify any deficiencies with equipment and report to the Technical Manager.

- To be responsible for the upkeep of conferencing laptops, ensuring all Windows patches are applied, antivirus is up to date and regular scans performed. All installed programmes must be kept up to date.

- Technicians will ensure that all aspects of the Front of House are correctly presented, technical set ups and any equipment such as interactive screens are correctly functioning.

- To follow company policy regarding health and safety at all times.

- To ensure that the projection box is clean and tidy at all times.

Building and Maintenance
Tasks will include (but are not limited to):

- Ensure that fire alarm testing and emergency light testing takes place as required by our cinema licence.

- Ensure that electrical or mechanical problems are notified correctly and immediately as required.

- Ensure that the building management system operates efficiently and is monitored regularly to ensure temperature and cooling systems are fully operational at all times and liaising with the maintenance manager.

Team responsibilities
- To carry out all duties in accordance with the company's policies with regards to equality, diversity, inclusion, respect and fairness at all times.

- The Technical Team also provide 1st/2nd Line internal IT support across the organisation. To support IT Manager and perform any tasks as requested.

- To take part in regular training with all team members to ensure knowledge of all equipment, best practices, and troubleshooting is shared across the team.

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Person Specification

Essential Skills:

Candidates must have:

- Experience with or interest in information technology and/or audio-visual technology.
- Demonstrable skills in problem solving and being able to work flexibly, independently, and under pressure.
- A demonstrable positive can-do attitude and flexible approach to the role.
- Experience of operating within a team that delivers events to public audiences.
- Experience of working with a wide range of software applications.
- Knowledge and understanding of health and safety at work, and legal and statutory requirements related to licenced premises.
- Commitment to equality, diversity, inclusion, respect, and fairness

Desirable skills:

- Experience of theatrical presentation (standard 35 mm, DCP, BluRay, DVD etc) or equivalent. Experience with Christie Digital Projectors and Doremi servers, and Dolby or Datasat processors an advantage.
- Experience with end-user support and/or Office 365 administration and/or Active Directory an advantage.
- Experience of converting various video files into DCP file formats.
- Experience of live audio mixing, including use of Yamaha mixing desks and Shure microphones.
- Experience of audio-visual setups for conference delivery**.**
- Experience of establishing, maintaining, and reviewing systems for technical equipment storage and maintenance.
- Experience of filming or recording events.
- Should be clear and articulate in all forms of communication.
- Current first aid qualification.
- Interest in creative and digital industries and / or independent cinema.