

Position Description: Festival IT Technician

About FRINGE WORLD

The FRINGE WORLD Festival is the largest annual event staged in Western Australia and the third largest Fringe Festival in the world in terms of tickets sold. The Festival is produced by ARTRAGE, a not-for-profit incorporated association that has been at the forefront of developing arts and culture in Western Australia since 1983.

Alongside the annual Festival, ARTRAGE produces and manages a number of other arts and entertainment enterprises that increase the scale and breadth of the organisation's reach including an outdoor cinema that runs throughout the summer and Girls School.

FRINGE WORLD aims to provide enduring benefits for artists, audiences and a diverse family of stakeholders through its core operations including the FRINGE WORLD Festival, Rooftop Movies as well as future events and programs.

Find out more about the positive impact of the FRINGE WORLD Festival and the work of ARTRAGE here: <https://fringeworld.com.au/impact-report>

FRINGE WORLD Festival is planned to run from 15 January – 14 February 2021, with the popular event set to be the first major Fringe performance opportunity for artists, amid the COVID-19 restrictions. You can find out more about the Festival's response to COVID-19 [here](#).

About the Role

The primary purpose of the Festival IT Technician is to lead delivery of all on-site festival IT equipment and services. This includes set up, configuration and monitoring of on-site operational IT needs including hardware, software and network infrastructure throughout the festival period.

This role is responsible for joining a team that provides technical support for all on-site festival IT operations. Primary focus will be on the Festival's Box Office and Ticketing needs, requiring development of a good working knowledge of the FRINGE WORLD ticketing systems (VIA) to assist Box Office staff during peak festival times. Secondary focus will be on the Festival's Food and Beverage systems, especially around POS devices such as Square terminals and EFTPOS machines.

Reporting to the IT & Systems Manager, this role will be responsible for coordinating the set up and pack down of all FRINGE WORLD Festival IT equipment which will be tracked via asset management registers.

Application process

Applications are welcome from Australian or international residents who are currently in Western Australia and have a valid visa for the entirety of the contract. Due to COVID-19 restrictions we are unable to accept applications from those not currently in Western Australia or those without a means to enter Western Australia.

In your application, please provide:

- A cover letter (max 2 pages) that addresses the Skills and Experience required for the role;
- Confirmation that you have read and can accept the contract start and end date as listed; and
- A current resume with contact details of two professional referees.

Application closing date: 5:00pm AWST Friday 23 October 2020

To apply for the position, email your application to jobs@artrage.com.au with "Festival IT Technician" in the Subject heading before the application closing date. Applications received after the closing date will not be accepted. Applications can only be sent via email as MS Word or Adobe PDF files with a total size of no more than 2MB. Do not attach ZIP or password protected files.

If you are unable to submit an application via email or if you have any questions or queries regarding the application process or position, please email us at jobs@artrage.com.au addressing your email to IT & Systems Manager, Amir Skwarko at or call us on (08) 9227 6288.

At ARTRAGE we support and celebrate diversity. ARTRAGE is proud to be an equal opportunity employer. Persons of all backgrounds and beliefs are encouraged to apply.

By submitting an application for this position, you acknowledge and accept our Privacy Policy, which is available to view on our website.

Selection Process

Shortlisted applicants will be asked to take part in an interview late October 2020 with the IT & Systems Manager. Interviews will be conducted in person at the ARTRAGE HQ Office in Northbridge. Telephone/Microsoft Teams interviews will be scheduled if an applicant cannot attend in person or if the applicant is sick or symptomatic.

The proposed start date for the position is in the week commencing 30 November 2020.

Contract Details

Salary:	Salary package information available upon request.
Contract Period:	30 November 2020 – 26 February 2021
Working Hours:	Full-time (38 hours per week)

Working hours during the festival (Jan-Feb 2021) will be divided into early and late shifts to ensure the ITS team can provide adequate technical support coverage.

Due to the nature of this role, the successful applicant may be required to work reasonable additional hours during peak operational periods.

Working Location: The role is based at the ARTRAGE office in Northbridge, with time spent at Girls School, East Perth and other Festival locations in and around Perth as required.

Festival IT Technician

Position Title	Festival IT Technician
Reports to	IT & Systems Manager
Direct Reports	Casual staff
Works alongside	IT & Systems Coordinator, IT Coordinator, Box Office Coordinators, Programming and Production teams.

Key Accountabilities

Festival IT Support

- Act as a technical field support member for all Festival IT operations in the lead up, during and wrap up of FRINGE WORLD 2021 Festival.
- Assist IT & Systems team with day-to-day operations as needed.
- Receive and respond to help desk telephone and email requests for assistance.
- Investigate and resolve computer and communication hardware and software faults.
- Maintain a thorough understanding of the FRINGE WORLD ticketing software (VIA), payment systems (Square and others) and hardware setup to provide IT troubleshooting support as needed.

Festival IT Equipment Logistics and Management

- Coordinate the rollout, maintenance and pack-down of all festival IT equipment.
- Track all Festival IT equipment purchases and comply with the Festival budget control practices.
- Inventory of all Festival IT items and provide extensive documentation.

Team and Development

- Embrace the FRINGE WORLD values in all areas of work.
- Develop a close working relationship with core FRINGE WORLD staff and other project staff.
- Contribute to the Festival IT debrief and future planning.

Other Duties

- Undertake any other duties assigned by the IT & Systems Manager, which might reasonably be deemed to be within the scope of the role and having regard for the skills and qualifications relating to the role.

Qualifications and Experience

Essential

- Demonstrated experience of set up and support of computer and networking hardware and software.
- Experience with technical troubleshooting and problem solving.
- Experience with POS (Point-of-Sales) systems

Desirable

- Experience with IT asset tracking
- Experience with Microsoft Endpoint / Intune
- Working knowledge of computerised event ticketing systems, especially with Red61's VIA ticketing system is an advantage.
- Previous hands-on experience in event and/or festival environments.

Skills

- A high-level understanding of how software and hardware function together and interact.
- Understanding and experience of practical networking such as VPN's and Wi-Fi set up.
- Understanding of IT principles and an ability to communicate technical concepts effectively to a varied audience.
- Ability to create technical manuals and procedural documentation.
- Competency with Microsoft Office suite / equivalent, particularly Excel.
- Strong technical, analytical and problem-solving skills.
- Strong interpersonal, verbal and written communication skills.
- Excellent organisational and time management skills with demonstrated ability to prioritise tasks.
- Ability to work in a fast-paced environment.
- Hold a driver's licence, valid in Australia.