Events IT Technician
Manchester Central Convention Complex

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

Your Role

Competitive salary up to £31,000 pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Reporting directly to the Head of IT, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:
- Implementing, supporting and maintaining event IT services including WiFi, Hardwired Internet, Telephony and Digital Signage Content
- Providing professional, timely technical support to event clients and internal teams
- Testing, maintaining and monitoring Events IT infrastructure to ensure reliable event delivery
- Daily checks on the buildings IT systems including visual checks of Digital Signage so that they work at optimum efficiency as well as monitor FOH areas from an IT point of view.

The ideal candidate will have:
- The ability to troubleshoot complex technical issues in a fast-paced environment
- A detailed understanding of computer networking technologies
- A good understanding of audio-visual delivery systems
- A strong understanding of the events industry and technical operations such as IT and AV delivery

You must be:
- Highly organised with strong attention to detail and documentation
- Confident working with suppliers, stakeholders and venue-wide teams
- Committed to delivering a high-quality, reliable customer experience

Apply

To apply for this exciting opportunity, please send a CV to:

Ref: Events IT Technician
FAO: HR Team
Email: careers@manchestercentral.co.uk

Closing date for applications: 13 February 2026 (5PM). We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

Job Description

Events IT Technician

Salary:	Up to £31,000pa
Hours:	37.5 hours per week
Working pattern:	Monday to Sunday 5 days out of 7
Location and business area:	Manchester Central – Events IT
Aim of the role:	The main aim of this role is to ensure the efficient delivery and quality of provision of network and telephony services to all Organizers, Exhibitors and visitors to Manchester Central.
Directly responsible to:	Head of IT
Directly responsible for:	NA

Main areas of responsibility

- To be responsible for the installation and support of the Events IT function including WiFi, Internet and Telephony services provided by Manchester Central to all Organizers, Exhibitors and Visitors.

- To respond to all exhibitor and customer queries in a professional and timely manner, ensuring that clients receive excellent customer service and technical needs are met to the highest standard.

- To ensure timely and thorough testing and routine maintenance and upgrade of Events IT infrastructure and systems to ensure certainty of delivery throughout events.

- Responsible for daily checks on the buildings IT systems including visual checks of Digital Signage so that they work at optimum efficiency as well as monitor FOH areas from an IT point of view.

- To identify and develop better operational delivery methods of the IT function suggesting and researching new technologies. To keep up to date with and have an awareness of new products and new improved working methods that can add value by improving quality and reducing costs.

- To develop and maintain documentation to ensure all areas on the events IT function are documented and up-to-date including inputting into the Venue Business Continuity plan.

- To liaise with third party contractors on event and operational requirements for IT function delivery including but not exclusively Sterling Events.

- To drive sales of IT revenue streams, supporting the Senior IT Technician and the Commercial sales team to ensure that clients are made aware of commercial opportunities available during events as well as other IT revenues, upselling additional services where possible.

- Ensure the timely entry of IT service orders into the EMS facilitating prompt and accurate billing.

- To provide technical support to other teams throughout the venue.

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**
  We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.

- **Flexible**
  We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.

- **Positive and energetic**
  There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.

- **Ready to grow**
  Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.
  If people move on from working with us, they'll always have improved their skills and experience along the way.

- **Committed**
  Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central.

The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Experience	Essential	Desirable
Bachelor's degree in Computer Networking or any other relevant IT field.		✓
CISCO CCNA / Zyxel Level 1		✓
Ruckus WISE		✓
IOSH		✓
IPAF		✓
Knowledge		
A detailed understanding of computer network technologies	✓	
A good understanding of audio visual delivery system.	✓	
Understanding of the events industry and technical operations such as IT and AV delivery	✓	
Knowledge of BMS System		✓
Skills		
Troubleshoot technical issues	✓	
Customer Service	✓	
Communication skills	✓	
Confident and competent user of Microsoft Excel, Word and PowerPoint to intermediate level		✓