

# Trainee 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 £24,000pa / 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.

The successful candidate will be provided with the training necessary to gain knowledge, skills and confidence in event-based technology services.

The role will work towards the delivery of the following main areas of responsibility:

- Installing and supporting the Events IT function including Wi-Fi, Internet and Telephony services provided by Manchester Central to all Organisers, Exhibitors and Visitors
- Managing the Events IT mailbox and responding to all exhibitor and customer queries with a high standard of service and technical expertise
- Ensuring timely and thorough testing and routine maintenance and upgrade of Events IT infrastructure and systems to ensure certainty of delivery throughout events
- 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:

- Excellent communication skills
- A customer centred approach to delivery
- The ability to work flexibly as per business requirements

You must be:

- Familiar with technical terminology used in IT
- Proactive, adaptable and able to work calmly under pressure
- Organised and have the ability to prioritise when needed
- Committed to delivering a reliable, high-quality customer experience

### Apply

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

Ref: Trainee Events IT Technician

FAO: HR Team

Email: [careers@manchestercentral.co.uk](mailto: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

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## Trainee Events IT Technician

<b>Salary:</b>	Up to £24,000pa
<b>Hours:</b>	37.5 hours per week. .
<b>Working pattern:</b>	Monday to Sunday. 5 days out of 7.
<b>Location and business area:</b>	Manchester Central Convention Complex - IT
<b>Aim of the role:</b>	The main aim of this role is to provide first class Events IT services to organisers, exhibitors and visitors. The role offers on the job training necessary to fulfil the requirement.
<b>Directly responsible to:</b>	Head of IT
<b>Directly responsible for:</b>	N/A

## Main areas of responsibility

- The role will work towards the delivery of the following responsibilities:
- To be responsible for the installation and support of the Events IT function including Wi-Fi, Internet and Telephony services provided by Manchester Central to all Organisers, Exhibitors and Visitors.
- To manage the Events IT mailbox and 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 a IT point of view.
- To develop and maintain documentation to ensure all areas on the events IT function are documented and up-to-date.
- To liaise with third party contractors on event and operational requirements for IT function delivery.
- To drive sales of IT revenue streams, supporting the other member of the Events IT Team 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.
- 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

Education	Essential	Desirable
GCSE Maths and English (or equivalent)	✓	
Knowledge		
A familiarity with technical terminology used in IT	✓	
An understanding of computer network technologies		✓
An understanding of audio visual delivery systems		✓
Understanding of the events industry and technical operations such as IT and AV delivery		✓
Skills		
Problem solving	✓	
Communication	✓	
Confident and competent user of Microsoft Excel and Word	✓	
Personal Attributes		
Ability to work effectively as an individual and as part of own team	✓	
Ability and preparedness to work flexibly	✓	
Demonstrate a customer centered approach to delivery	✓	