



## **Job Description:**

### **Event Technology Specialist (ETS)**

#### **Company Information:**

Crystal Interactive Meetings is the UK's largest full service event technology company. Currently with a team of 30 and growing, Crystal began its journey in 1990 as a family business. Our objective is to delight clients with our Event Intelligence and our onsite support for Event Apps and Technology. We aim to inspire our clients' delegates to participate, collaborate and innovate.

#### **Role Main Objective:**

Event Technology Specialists work with high profile clients both in the UK and abroad and are given sole responsibility for implementing our interactive technology solutions within their meetings. Our focus is always on providing a high-quality service with leading edge technology. We do this through our award-winning solutions and the commitment and dedication of our people.

The role gives the opportunity to travel (approximately 40% of our meetings currently take place at venues overseas) and work in a very social, expanding and dynamic industry. Individuals will experience true responsibility, gain recognition and develop further their technical and client relationship management skills.

#### **Duties and Key Responsibilities:**

##### **Pre-Event Responsibilities**

- Client liaison
- Cross function planning (internal and external)
- Attending production meetings, rehearsals and site visits
- Providing recommendations for the optimal utilisation of our products
- Creating and editing displays for screen, app content and interactive PowerPoint presentations
- Preparation and testing of software and equipment

##### **Onsite Responsibilities**

###### **Technology Management**

- Managing and operating the interactive technology with live audiences
- Ultimate responsibility for the smooth running of the Event Technology
- Technical liaison with the client, production team and delegates during the live event

###### **Client Management**

- Responding to client needs, feedback and unforeseen challenges
- To communicate event plan and progress with all stakeholders

##### **Data Administration**

- Provide internal feedback reports
- Generate a report for the client of the data captured in their meeting
- Provide accurate expense reports

**Skills & Attributes:**

- Work well to deadlines and a calm demeanour under pressure
- Excellent ability to communicate on all levels
- Be flexible, friendly, professional and enthusiastic
- Great organisational and time management skills
- Must have strong general computer literacy
- Be proficient in the use of PowerPoint, Excel and Photoshop
- Have a basic knowledge of computer networking and Wi-Fi
- Ability to work effectively by themselves and in team environments
- Hold a full drivers' license

**Reporting to:** Production Manager

**Location:** Currently Liphook with relocation plans to Godalming (tbc August 2017)  
Event travel approximately 60%

**Working Hours:** This is predominantly an on-site role and the hours are dictated by the individual event. When not out on events, the office hours are 9am to 5.30pm, Monday to Friday, but these hours will vary according to your schedule. Events may require you to be on-site during weekends and bank holidays, but time off in lieu will be given for any work carried out at these times.

**Salary** Basic salary of £20K, plus event based bonus scheme

**Additional Benefits**

- Fantastic European and international travel opportunities
- High level of autonomy
- Role and pay with planned development
- Comprehensive training on our technology and its' implementation combined with shadowing and ongoing mentoring
- Flexible working practices
- Contributory pension scheme
- Smartphone
- 25 day annual leave plus public holidays
- Cycle to work scheme