



## Technical Operations Manager (1 Year Replacement)

St. John's Sports & Entertainment Ltd. is currently seeking a Technical Operations Manager for a one year replacement position to support staff and clients at Mile One Centre and the St. John's Convention Centre. The incumbent will report directly to the CEO. As the organization's technical gatekeeper, the ideal candidate will possess an aptitude to learn new systems, the ability to tactfully interact with staff and clients, and always maintain a professional composure in high pressure situations.

### **Responsibilities and Major Duties**

- First point of contact and manage all technical systems including: analog and Cisco VOIP phones; PixelPoint POS; Sony/Bosch CCTV camera system; Entrapass/Kantech door access control; Omnivex and Venus digital displays; MRI LED ring; OES video scoreboard; HP LAN systems; Ruckus Wireless; Sonicwall; VenueOps event management software; iPlan floor diagramming software; Crestron controllers; Lutron building lighting system; Pharos controlled accent lighting; and desktops, tablets, fax machines and printers
- Participate in management and negotiation of all technical and IT support contracts
- Manage IT budget
- Use IT ticketing system to track support requests and analyze cost
- Provide technical support to staff and clients on a daily basis
- Work with external service providers when required and escalate technical issues to IT vendors when necessary
- Train staff on use of technical systems as required
- Project planning related to technical improvements and life cycle management
- Other duties as assigned

### **The Ideal Candidate**

- Demonstrates superior analytical troubleshooting approach to all technology issues without compromising events, and minimizing disruption to staff
- Has exceptional time management and organizational skills to perform multiple tasks under tight deadlines
- Can easily adapt to frequently changing priorities
- Communicates clearly, both verbally and in writing, with senior management, staff, clients, and partners
- Is driven to close the loop on tasks, dependencies, issues, projects, and effectively deliver updates to related departments and managers
- Aptitude and desire to learn new technology and processes through research and professional development
- Should possess a minimum of post-secondary training in the IT field or combined education and work experience in a related field

Interested applicants please send a complete resume including cover letter and references to:

St. John's Sports & Entertainment Ltd.  
50 New Gower Street  
St. John's, NL A1C 1J3  
**ATTN: HUMAN RESOURCES - TECHNICAL OPERATIONS MANAGER**

[hr@sjsel.ca](mailto:hr@sjsel.ca)

*All applications must be received by Wednesday, January 23, 2019*