



## Fair Board Network Specialists (2 available)

**Job Type:** Full-time  
**Salary:** Commensurate with experience  
**Work Location:** Kentucky Exposition Center, 937 Philips Lane, Louisville, KY 40209  
Kentucky International Convention Center, 221 South 4<sup>th</sup> Street, Louisville KY 40202

### Organizational Summary:

The Kentucky Exposition Center (KEC) and the Kentucky International Convention Center (KICC), collectively known as Kentucky Venues (KV), are committed to producing shows of public importance and supporting local, regional and international clients to execute successful and impactful events. KEC offers 1.2 million square feet of contiguous indoor exhibit space, 54 adaptable meeting rooms, two arenas and 300 acres of outdoor exhibit space, and KICC yields a multitude of eco-conscious designs, modern pre-function spaces featuring glass facades overlooking the cityscape and 200,000 square feet of Class A exhibit space. Kentucky Venues is governed by the Kentucky State Fair Board.

### Employee Benefits:

Kentucky Venues offers extremely competitive benefits for eligible employees including: health, dental, vision and life insurance, paid personal and sick leave, pension and supplemental retirement, free parking, EAP and employee discounts.

### Position Summary:

The Kentucky Venue Tech responsibility is to install/uninstall internet services ordered/requested by customers, troubleshoot any customer issues during shows, day to day operations and other operational and support duties as assigned by the director of IT. This position is dedicated to the support of KEC and KICC, however as part of the Kentucky Venues Team during certain times of the year or shows, the Tech may help with events at either property. This position will also require extended and odd hours during events.

### Essential Functions (must be able to execute with/without reasonable accommodation):

General duties performed in order to accomplish position objectives; inclusive of how and frequency of which they are performed

- Install ordered services by customers for events at KY Venue facilities
- Troubleshoot services during events if needed
- Adheres to and exemplifies KY Venue Values and service expectations
- Maintains a professional and approachable demeanor and addresses inquiries and concerns graciously and with a sense of urgency
- Performs relative duties and manages other responsibilities as assigned

### Physical and Mental Demands (must be able to execute with/without reasonable accommodation):

- Often remains stationary within a workstation, operating a computer and a multi-line phone
- Consistently communicates and interacts in-person and via voice call, video call, text and email
- Regularly operates office devices including calculators, telephones, copy/fax machines and printers
- Regularly traverses facility space, including stairs, ramps, escalators/elevators and heavily-occupied spaces
- Regularly bends, stretches and otherwise moves to perform duties; occasionally moves loads of up to 25lbs
- Consistently uses near/far/peripheral vision, exerts muscles and coordinates body to safely maneuver facility equipment including table/chair racks, stage pieces, vacuums, scrubbers, forklifts, high-lifts and front-end loaders
- Consistently functions effectively in moderate/high-pressure environment, according to a stringent schedule

### Work Environment and Hours of Work:

- Office and event facility settings with moderate/high noise levels
- Usual work hours are weekdays, but contingent upon sales calls and industry functions, work hours will include some evenings, late nights, early mornings, weekends and holidays; occasionally works more than 40hpw
- Usual work hours are weekdays, but during months of in-house events, work hours will include evenings, late

- nights, early mornings, weekends and holidays; working more than 40hpw is likely during these months
- Limited/regular exposure to hot/cold/humid climates and elements including livestock, hay, dirt/dust, and exhaust fumes

**Direct Reports:**

Director of IT

**Educational, Experience and Other Requirements:**

- High school diploma or equivalent
- Associate/Bachelor's degree from accredited college/university with major course work in [field(s)] or similar field of study preferred but not required. Additional experience may substitute for required education
- Must be at least 18 years of age and authorized to work in the United States
- Must have access to reliable transportation for transport to work location on time for scheduled hours
- May be required to submit to a background check

**Desired Knowledge, Skills and Abilities:**

Knowledge of:

- Customer service principles and best practices
- Customer and guest engagement best practices and executing service delivery
- Event management best practices for event scheduling, crowd management, public safety, F&B and AV/IT
- Use, transport, assembly and safe operation of mechanical equipment applicable to an event facility
- Basic operatives of an event or other major public assembly facility

Skilled at:

- Time management, critical thinking, complex problem-solving and decision-making
- Developing creative and alternative ideas and solutions affluently
- Understanding and communicating details relative to IT equipment, systems and maintenance
- Inspecting IT equipment and systems and determining necessary maintenance for effective operation
- Maintaining and performing minor repairs on IT equipment and systems
- Planning installation of equipment in an efficient and effective manner to ensure all events and shows meet scheduled start times.

Ability to:

- Achieve established objectives with minimal guidance and supervision
- Conduct self in a professional and composed manner
- Actively listen – give full attention, understand what is being said and ask clarifying questions
- Proficiently use Microsoft Office applications and use/quickly learn to use department software
- Operate a computer and other office devices including calculators, telephones, copy/fax machines and printers
- Perform mathematical functions quickly and accurately, applying appropriate method in a given situation
- Quickly and accurately apply basic math to provide immediate responses about facility specifications, capacities, projections, profit and revenue
- Identify and assess details and deduce anything sub-par or problematic
- Determine when a detail or component is erroneous, inaccurate or sub-par, particularly that of [xxxx] equipment and systems
- Make inferences from observed behavior and nonverbal communication
- Exert necessary muscle force to lift, push, pull, carry or otherwise move objects
- Use abdominal and lower back muscles to support body continuously during shift without fatigue
- Safely operate equipment applied in event production including table and chair racks, stage pieces, vacuums, scrubbers, hand-trucks, trucks, forklifts, high lifts, scissor lifts and front-end loaders, without causing damage
- Prioritize tasks and responsibilities within specified time constraints
- Execute an entrepreneurial spirit – is forward-thinking and committed to whole success of organization
- Understand spoken and written English and convey clear and concise messages, verbally and in writing
- Apply general directives to specific scenarios to produce sound results or solutions
- Work cooperatively with stakeholders including public officials, Louisville Tourism, Louisville Hotel Association and community attraction representatives

- Work collectively as a team member and complete tasks individually
- Function effectively in moderate/high-pressure situations

**COVID-19 Considerations:**

- Kentucky Venues adheres to current CDC guidelines
- Employees must monitor health and follow protocol if displaying symptoms, known exposure is confirmed or positive test is diagnosed
- Masks are optional to be worn inside facilities
- Employees are encouraged to wash and sanitize hands regularly

**To Apply:**

Complete an application at [kyvenues.com/apply](https://kyvenues.com/apply) and attach a letter of interest, résumé and professional references.

Kentucky Venues is an equal opportunity employer. Kentucky Venues does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity or expression, ancestry, age, pregnancy or related medical condition, marital or familial status, disability, veteran status, political affiliation, or genetic information in accordance with state and federal laws.