



Fair Board System Specialist

Job Type: Full-time

Salary:

Work Location: Kentucky Exposition Center, 937 Philips Lane, Louisville, KY 40209
Kentucky International Convention Center, 221 South 4th 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:

Ensures that all Internet services ordered by customers is installed/uninstalled per customer order/request, resolve any technical issues of the Internet Services system, oversee the day to day operations for the Kentucky Venues Internet Services, and supervision of full and part time staff, and other operational and support duties as assigned by the Director of IT. This position will be working with both KEC and KICC locations. This position will also require extended hours and odd hours during evenings.

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

- Use Ungerboeck Event Management System to track and complete orders by customer
- Install ordered services by customers for events at KY Venue facilities
- Troubleshoot services during events if needed to maintain work area and supplies needed for installation of services
- 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

Work Environment and Hours of Work:

- Office and event facility settings with moderate/high noise levels
- 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
- Limited/regular exposure to heavy/specialized tools, moving vehicles, mechanical equipment and cleaning chemicals

Direct Reports:

Reports directly to the Director of IT

Educational, Experience and Other Requirements:

- Associate/Bachelor's degree from accredited college/university with major course work in computer science or similar field 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
- Basic operatives of an event or other major public assembly facility

Skilled at:

- Meeting high standards of service and maintaining effective relationships
- Time management, critical thinking, complex problem-solving and decision-making
- 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
- 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 IT equipment and systems
- Exert necessary muscle force to lift, push, pull, carry or otherwise move objects
- Prioritize tasks and responsibilities within specified time constraints
- 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 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 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.