

**Application Support Specialist**

**About us**

ATG Entertainment is proud to stand at the forefront of the live entertainment industry.

Our expertise and capabilities enable producers and other creatives to bring their visions to life and create unforgettable performances for audiences, presented in our landmark venues and delivered with exceptional hospitality. It is the passion of our teams, that cover every discipline across the live entertainment industry, that underpins our continuing strategic growth and success.

**We own, operate or programme some of the world’s most iconic venues**; ATG Entertainment manages 64 venues across Britain, the US and Germany.

**We are the world leader in theatre ticketing**; We process more than 18 million tickets every year for hit musicals, acclaimed plays, concerts, comedy shows and a variety of other live events across the UK, US, and Germany.

**We present the world’s best live entertainment in our venues**; working alongside the world’s leading producers and creative artists, our venues present an extraordinarily diverse range of top-quality entertainment.

**We produce award-winning shows**; our in-house production team, ATG Productions, are dedicated to producing critically acclaimed, commercially successful and creatively ambitious work for the West End, Broadway, Continental Europe and beyond.

**Our values**

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

* We are **ambitious** and seek to exceed people’s expectations.
* We are **collaborative** and help each other to reach our goals.
* We are **passionate** about our work, our business, and our industry.
* We are **smart** in our quest for simple, efficient, and innovative solutions.

**Corporate Social Responsibility: our priorities**

* Next Generations: introducing tomorrow’s audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
* Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
* Sustainability: helping reduce our impact on the environment by making our business more sustainable.

**A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement**

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG entertainment, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG Entertainment becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you’d like to discuss accessibility prior to applying, please email recruitment@atgentertainment.com for a confidential discussion.

**Application Support Specialist – Venue Facing Systems**

You’ll report to the Applications Platforms Manager. You’ll also work closely with business stakeholders groups, and software platform vendors to support the suite of platform applications.

You will execute the pre-defined IT technology strategy and assist in ensuring that the applications in the platform meet the requirements for Security, Data Protection & Privacy.

Experience in ITIL / industry standard ITSM practices (Service Design, Service Transition, Service Operation, Continual Service Improvement) are an advantage. In the absence of these, your personal development & training will focus on these skills & processes. Experience of using ITSM tooling would be an advantage (e.g. ServiceNow, HaloITSM, ZenDesk etc)

You must be a self-starter, open to working in a fast-paced and dynamic environment. You will need to be a good communicator at a variety of employee levels and mindful of different communication styles for different audiences.

Specific experience in live entertainment or sports industry ticketing, and a passion for the arts & creative industries would be an advantage in your application.

**Key responsibilities**

* **Application lifecycle management**
  + Responsible for quality assurance, testing, deployment of application upgrades and BAU maintenance.
  + Configuration, setup and support of applications utilised in ATG venues.
  + Install, maintain, upgrade and identify opportunities to continuously improve Group IT’s venue application service offering.
  + Administer the set-up of new profiles, create and update access permissions to maintain user accounts for venue applications.
  + Provide advice and training to users whilst maintaining and developing user guides on venue applications.
  + Respond to service requests and incidents, performing routine maintenance and support activities.
  + Document and track the status of inquiries, coordinate appropriate responses and follow up to ensure end user satisfaction.
  + Assist the Application Platform Manager in application development and payment solution projects.
* **Service Operation / Technical support**
  + IT ticket / Issue resolution (1st/2nd line support) in line with Key Performance Indicators (KPI) and Service Level Agreements (SLA) for business & IT stakeholders.
  + Coordinating Major Incidents through to resolution with Service Delivery Managers involving flexibility to standard working hours.
  + Work with internal teams and external vendors to diagnose and resolve hardware, software and connectivity problems.
  + Travel regularly to ATG venues to provide support and preventative maintenance.
  + Work closely with peers in IT Service and Operations along with other business departments such as F&B and Venue operations.
  + Maintain and update venue applications service operation and technical support documentation
  + Continual Service Operation, Improvement functions for Venue-facing applications, including but not limited to: -
    - ePOS systems (inc. Kappture), Food & Beverage sales applications (e.g. Delivery at Seat), Digital Signage systems, In-Venue Audio / Visual Accessibility solutions.
* **Relationship management** 
  + Work closely together with global headquarters based in London, UK, harnessing the enterprise IT organization, infrastructure, and technology capabilities to achieve business outcomes.
  + Support the successful execution of in-venue events, ensuring high availability and quality of technical support, thoughtful end user change management, and adherence to security standards.
  + Support Application Platform Manager with Vendor Service management, participating in regular service reviews.

**Everyone’s responsibility**

Everyone at ATG Entertainment is expected to play their part in achieving our goals and upholding our core values, by:

* Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
* Playing your part in reducing our environmental impact and finding more sustainable ways of working.
* Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
* Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You’ll help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG Entertainment is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

**Essential Qualifications / Experience**

* Technical domain experience across applications, cloud, networking & infrastructure.
* Excellent communication, presentation, and interpersonal skills.
* Possesses an understanding of IT Services: service offerings, technical standards and policies, technical and business strategies as well as organisational structure.
* Maintains awareness of new and emerging technologies and the potential Infrastructure service offerings and products provided by Group IT.
* Possess strong written and oral communication skills.
* Excellent team working skills.
* Ability to quickly gain knowledge and understanding.
* An analytical approach to identifying issues and solutions.
* Experience of working with 3rd party service providers.
* Ability to work effectively with all levels of end users and IT personnel.
* In depth knowledge of standard business applications including EPOS.
* Interest in and aptitude for technology.
* Strong work ethic geared towards exemplary customer service.
* Proactive, organised and able to prioritise tasks.
* Willingness and ability to travel as required.

**Desirable Qualifications / Experience**

* Experience of venue-based IT operations (e.g. Entertainment, Sports, Events & Conferences).
* Experience of technical support for large-scale events, preferably in the live entertainment industry.
* Experience of achieving / supporting PCI DSS compliance for electronic payments.
* Previous experience in retail operations and/or food and beverage.
* Experience in Mobile-Device-Management tools.

If you can demonstrate the essential criteria, and many of the desirable skill, we encourage you to apply, and welcome transferable skills from other industries or backgrounds. We can give experience of any desirable criteria but may also use them to decide between candidates for this role.