

POSITION DESCRIPTION

OUR VISION

A world leader in delivering major venues, sport, entertainment and events.

OUR PURPOSE

To provide amazing experiences and opportunities through world class venues, enriching and connecting Queensland communities.

POSITION	Technology Field Engineer
POSITION NUMBER	1G068
LOCATION	Stadiums Queensland Corporate Office
REPORTS TO	Technology Support Lead
EMPLOYMENT TYPE	Permanent, Full-Time
CLASSIFICATION LEVEL	Staff Certified Agreement, AO5 Level 1
CONTACT INFORMATION	Scott Macdonald, General Manager, Technology Infrastructure and Operations Phone: 07 3008 6100 Email: Scott.Macdonald@stadiums.qld.gov.au
VACANCY REFERENCE #	SQ46.25
CLOSING DATE	Monday, 15 September 2025

THE POSITION

The Technology Field Engineer is required to provide comprehensive information technology and telecommunication services support for Stadiums Queensland (SQ).

This role provides front-line service delivery and support services for clients using SQ's Information and Communications Technology (ICT) facilities. This includes day-to-day business operations, user account management, end-user device, operating system and applications support, event preparation and event day support services.

This position reports to the Technology Support Lead and works within a multi-disciplinary Technology Services team within SQ's Corporate Office.

WORK ENVIRONMENT

While based within the Corporate Office, a significant portion of this role requires onsite support for venue operations, event teams, hirers and service providers.

Out of normal hours work (evening and weekend work) will be required to meet operational and venue support (including event support) requirements.

On-call roster participation will be required and the successful applicant will participate in a roster to provide onsite technical support at events as required.

Lifting and transporting of moderately heavy objects – such as desktop computers, servers, uninterruptible power supplies, printers and peripherals – will be required.



Some metropolitan and regional travel will be required for the purpose of conducting on-site service implementation, maintenance activities and event support across all of SQ's managed venues. This may require some multi-night stays away from the positions primary location.

ORGANISATIONAL ENVIRONMENT

SQ manages, operate and promotes the use of the State's major sports, recreation and leisure facilities.

<https://www.stadiums.qld.gov.au/>

KEY ACCOUNTABILITIES

- Provide technical support to SQ's data networks, key venue systems, computers, office equipment, desktop software and telephony platforms.
- Promote a culture of continuous improvement and assist the Technology Services team evolve with technology changes in the industry.
- Service venue and client technical support requirements in a timely and efficient manner, providing on-site and on-call technical services for the organisation.
- Provide quality advice to management on the issues and potential solutions, associated with the installation/use of bump-in event systems, e.g. event activations, ticketing services, etc. and the impact these may have on venue operations or event delivery.
- Act as the primary point of contact for client enquiries and ensure all details are recorded in SQ's call-logging software.
- Assist the systems administrators, network administrators and business system administrators with a range of support tasks such as management of system accounts, asset management, device onboarding and routine troubleshooting and testing.
- Identify and resolve problems and provide quick work-around solutions (when required) across a broad range of technologies and services.
- Work to ensure the collective service desk team responsibilities of user onboarding (including account creation, technology inductions, device provisioning), critical service monitoring, stock control, 1st level incident resolution and service request facilitation are performed within targeted service level targets.

MANDATORY QUALIFICATIONS AND/OR EXPERIENCE

- Tertiary qualification in Information and Communications Technology (or equivalent qualification in ICT) with a minimum of 2 years practical experience in a venue/event technical operations/support role, or advanced desktop/end user support level 2 technician role or
- Relevant equivalent practical ICT experience of at least 4 years' service in a venue/event technical operations/support role or advanced desktop/end user support level 2 technician role.

KNOWLEDGE, SKILLS AND EXPERIENCE

ESSENTIAL

- Demonstrated ability to troubleshoot Field, Desktop and Remote Worker ICT related problems, work with team members, internal clients, external service providers and vendors to implement effective solutions.
- Demonstrated experience in supporting traditional corporate systems and services, such as desktop PC's and business productivity applications, mobile devices and corporate telephony services, file storage and printing, network connectivity and remote access services.
- A demonstrable sound knowledge of key technology concepts (Desktop operating systems, IPv4 addressing and networking concepts, DNS, Active Directory and Azure Active Directory administration, Exchange mailbox management, machine imaging processes, Office 365 Administration etc)
- Exceptional communication skills, both written and verbal and the ability to explain complex technical issues and systems in practical, simple everyday English.
- Experience in documenting technical solutions, processes and procedures.
- Excellent interpersonal skills, an ability to effectively collaborate with team members and a demonstrated desire to inspire and promote the 'OneSQ' team culture.
- Excellent troubleshooting skills including the ability to engage relevant stakeholders, rapidly assess impact, work with team members to identify root cause or service restoration strategies, and implement in a high pressure environment.
- Highly self-motivated with a keen attention to detail.
- Excellent customer service skills.

DESIRABLE

- Experience in providing technical support to sporting, hospitality, teaching, arts, conference, music, theatre, airport or other large public venue operations.
- Knowledge or experience in supporting technical requirements in both event and non-event modes.
- Understanding of relevant AS / ISO standards, Queensland Government Information Standards and other relevant publications.
- Demonstrated experience supporting systems such as point of sale, timing/scoring/results, access control, digital signage and scoreboard/LED systems
- IT Service Management (ITIL) foundation certification and/or experience working within an ITIL guided support framework.
- Demonstrated experience supporting Microsoft SCCM, Microsoft Intune and Windows Server 2012 or greater Server Operating Systems.
- Demonstrated experience supporting network equipment such as Juniper Networks routing and switching and HPE Aruba Wireless.



OUR VALUES



Enthusiasm and passion

We are an energetic and accountable team who work collaboratively as 'OneSQ', embracing diversity of experience and open communication.



Professional, commercial and accountable

We are passionate and take ownership in delivering commercial results and great experiences for our customers. We strive for and deliver greatness, and celebrate individual and team achievements.



Customer-centric, innovative and agile

We embrace change, encourage innovation and are solutions focussed. We are customer- centric and continuously and flexibly adapt to evolving needs and expectations.



Authentic, transparent and respected

We are authentic and conduct our business with the highest standards of ethics, integrity and responsibility.

ADDITIONAL INFORMATION

- Some out of normal hours work and work on weekends will be required.
- Whilst this position is currently located at the Stadiums Queensland Corporate Office, the successful applicant may be required to work from any of SQ's venues or offices.
- Travel inter/intrastate may require some overnight stays away from the position's location.
- This position description details the minimum skills required to perform the duties of this position. Other duties may be allocated, as required.
- SQ employees are bound by the ethics principles, which are contained in the SQ's Code of Conduct and the terms and conditions of employment are detailed in the Employment Contract and associated legislation. All staff are expected to familiarise themselves with these.
- All managers, supervisors and staff are expected to participate in and positively contribute to the sound corporate governance of SQ. This includes demonstrating a comprehensive appreciation of and commitment to the fundamental principles of corporate governance within which a statutory authority operates.
- Managers and supervisors should lead by example in their understanding of and application to corporate governance activities of SQ, in accordance with appropriate legislative requirements, Board policy and established principles.
- All successful appointees will be responsible and accountable to the extent of "Duty of Care" (Work Health and Safety Act 2011) and required to demonstrate occupational health and safety consciousness, and support and contribute towards risk management initiatives.
- SQ employees are required to adhere to security procedures at all times, support and contribute the effectiveness of protective security measures through security awareness, vigilance and reporting.
- Where a "Working with Children Check" (i.e. Blue Card) is required to be held for this position, the applicant is to provide evidence of either a valid Blue Card or be willing to make application for the card. Volunteers working in any capacity with children or young people, and paid employees who work in regulated employment (i.e. childcare), are required to hold a valid Blue Card before commencing work. For all other positions that require a Blue Card the applicant may commence in the position pending the receipt of a successful check.
- Information submitted by an applicant for this position is subject to the Right to Information Act 2009 and the Information Privacy Act 2009.
- Applications will remain current for a period of 12 months.
- Your application should address your ability to meet the key accountabilities. SQ's "Additional Information for Applicants" will assist you in developing your application.
- Applications should include a current Resume/Curriculum Vitae.



ORGANISATIONAL STRUCTURE

