

# 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	Venue Systems Support Officer
POSITION NUMBER	1G069
LOCATION	Stadiums Queensland Corporate Office
REPORTS TO	Venue Systems Lead
EMPLOYMENT TYPE	Full Time, Permanent
CLASSIFICATION LEVEL	Staff Certified Agreement, AO4 Level 1
CONTACT INFORMATION	Stuart Fitzpatrick, Venue Systems Lead Phone: 07 3008 6132 Email: Stuart.Fitzpatrick@stadiums.qld.gov.au
VACANCY REFERENCE #	SQ42.25
CLOSING DATE	Monday, 1 September 2025

## THE POSITION

The Venue Systems Support Officer is required to provide system administration and operational support services for SQ's venue-based operational and facility management systems (including timing and scoring, production room, building management, CCTV, access control and other venue operational systems). This includes support for business process and system analysis, as well as support for system operational and implementation activities.

## WORK ENVIRONMENT

This position works within Stadiums Queensland's Technology Services team. Whilst based in the Corporate Office, the role also requires direct interaction with, and support for, venue and Corporate Office teams and is required to participate in an after-hours on-call roster.

## TECHNOLOGY ENVIRONMENT

Stadiums Queensland's technology environment is supported by an enterprise-wide, centrally based team for both corporate and venue operational needs. Venues and sites are interconnected using various data communication technologies, and business applications and systems are supported by a mix of on-premises and modern hybrid products.

## 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

- Working with the Venue Systems Lead, provide high quality, customer-focussed, day-to-day administrative and operational support services to key venue systems such as CCTV, electronic access control, building



management, IPTV, timing, results and event production systems

- Liaise with internal clients, technical support staff and external service providers as required to diagnose faults, initiate remedial actions and resolve problems both in-person and remotely
- Ensure technical support requests are actioned in a timely, efficient, customer-focussed manner and logged in SQ's ticketing system.
- Develop and update documentation relevant to SQ venue systems including, change requests, user guides, procedures, diagrams and configuration documents.
- In conjunction with venue stakeholders, ensure an effective maintenance / lifecycle replacement program is established and delivered including hardware / software updates and replacements, preventative maintenance servicing and security patching.
- Provide in-person and online training to staff as required associated with system operations, system changes and new functionality.
- Contribute to the ongoing strategic development, implementation and maintenance of venue systems across SQ venues.
- Promote a culture of continuous improvement and contribute to the ongoing upkeep and enhancement of SQ's venue systems in line with changes in the industry

## MANDATORY QUALIFICATIONS AND/OR EXPERIENCE

- Relevant practical experience with a minimum 2 years in an IT support role or
- Relevant practical experience with a minimum 2 years in a facilities management role

## KNOWLEDGE, SKILLS AND EXPERIENCE

### ESSENTIAL

- Strong customer service and communication skills with the ability to explain complex issues in simple, everyday English
- Excellent troubleshooting skills including the ability to engage relevant stakeholders, assess impact, and work with team members as required to implement fixes and solutions
- Demonstrated ability to work in high-pressure environments and prioritise workload and outcomes effectively
- Proven ability to effectively document solutions, processes, procedures and configuration using a variety of tools
- Ability to deliver effective staff training, and develop supporting documentation / tools
- Excellent time management skills
- Highly motivated with an ability to work independently

### DESIRABLE

- Proven experience supporting operational technology systems such as security systems, building management and lighting control systems, and Audio-Visual and production systems
- Sound understanding of venue management operations and how systems support event and non-event operations
- Microsoft Office suite and Visio skills



- Experience supporting multiple sites and systems
- Good understanding of change management processes
- ITIL v4 Foundation Certificate



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 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

