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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: ICT Visitor Experience Technician

**SALARY**: Starting at £24,806 - £27,172 Per Annum

**WORKING HOURS:** 35 hours per week to include some evening, weekend and bank holidays

**LOCATION:** The Inverness Castle Experience

**HOME WORKING:** This post is not appropriate for home working

**RESPONSIBLE TO:** Senior Software Developer

**JOB PURPOSE:** To maintain and support the computing, networking and audio-visual equipment at The Inverness Castle Experience.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance.
2. Support the computing equipment, and related hardware and software for the EPOS, ticketing and audio-visual Content Management systems installed at The Inverness Castle Experience.
3. Ensure audio-visual servers, network equipment, projectors and displays at Inverness Castle Experience are fully operational, and their software is kept up to date as advised by their suppliers.
4. Monitor and resolve physical and Wi-Fi networking issues at The Inverness Castle Experience, liaising with its supplier as necessary.
5. To liaise as required with suppliers of technology including the Highland Council's ICT Services.
6. Pursue continuous professional development and contribute to the continuous improvement of Inverness Castle and High Life Highland as a whole.
7. Attend and undertake any training online or in person.
8. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
9. Assist and support other areas of High Life Highland with projects, training or in the event of holidays or sickness.
10. Undertake all tasks in accordance with High Life Highland policies and procedures, including health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

**Date:** May 2025

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** ICT Visitor Experience Technician

**LOCATION:** The Inverness Castle Experience

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

**EXPERIENCE**

* Lead or support role in the maintenance of a variety of technical infrastructure for a medium sized venue or visitor attraction
* Familiarity with the networking, projection and display technologies typically used in such locations

**EDUCATION AND QUALIFICATIONS**

* Hold an HND level qualification in an appropriate field or equivalent experience

**SKILLS/ATTRIBUTES GENERAL**

* Good attention to detail
* Able to set and maintain high standards
* Able to work under pressure and to deadlines
* Work on own initiative and as part of a team

**SKILLS/ABILITIES SPECIFIC TO THE POST**

* Ability to analyse technical problems and resolve efficiently
* The ability to analyse complex information and present it in an accessible form
* Ability to review technical systems/configuration and forecast issues before they occur

**INTERPERSONAL AND SOCIAL SKILLS**

* Good communication skills
* The ability to influence others and negotiate appropriate outcomes
* Team working