

JOB DESCRIPTION – ATTRACTION TECHNICIAN

PURPOSE OF THE JOB

This role is responsible for troubleshooting any technical issues relating to the attraction, from the gameplay and AV systems through to the EPOS tills. You will have a hands-on approach and take ownership and responsibility of the systems installed to ensure that the technology on site runs smoothly and downtime is kept to a minimum.

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- First point of contact for all technical issues at site and be on call during rest days and out of hours
- Complete a monthly technical report with all technical issues which relate to down time and the actions to rectify these faults
- Check, monitor and troubleshoot technical issues the gameplay and AV systems and other IT systems such as EPOS and check in kiosks.
- Ensure all AV content is updated as and when required
- Manage and liaise with 3rd party external contractors
- Ensure all technical documentation is up to date
- Conduct monthly checks of attraction activities
- Support the management team on corporate events
- Responsible for ensuring the attraction is maintained to the highest standard, ensure there is a planned maintenance schedule for all remedial works
- Take pride and accountability in the appearance of the attraction.
- Attend all training sessions and team meetings as required.
- Ensure that all policies and procedures are adhered to
- Identify any suggestions for improvement to enhance the guest experience within the attraction.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role