



Support Specialist

Location: Edinburgh
Salary: £21,000 - 23,000 per annum depending on experience
Application Deadline: Friday 31 August 2018

Red61 was founded in 2002 to build a robust and flexible ticketing system that could handle the size and complexity of the Edinburgh Festival Fringe, the world's largest arts festival. Since then, it has put a focus on constant innovation, developing its groundbreaking audience engagement software and solutions that now benefit major cultural venues and arts festivals worldwide.

In addition to the Fringe in Edinburgh, Red61 provides ticketing and audience engagement support for events around the world, including the Edmonton International Fringe, Abu Dhabi Science Festival, Adelaide Fringe and Melbourne International Comedy Festival, as well as the Edinburgh International Book Festival. With offices in Scotland, Canada and now Australia, Red61 is expanding to meet the demands of a growing network of clients across the world, looking to build creative and flexible solutions in an ever changing market.

Roles & Responsibilities

Red61 are looking to appoint a Support Specialist who has experience in the ticketing industry, to work within the Operational Support team. The Support Specialist provides operational support to clients in their use of the VIA ticketing system. This includes, but is not limited to:

- Front-line user support by telephone, email and online support system
- Installation and support of hardware such as ticket printers and payment terminals
- Assist with training of clients
- Assist with testing of VIA and the accurate reporting of any problems
- Assist with the creation and upkeep of user documentation
- Assist with providing 24-hour on call support by being part of the Red61 out of hours support rota (involves answering urgent support issues out of hours)
- Site visits to provide support or training on site if required
- Attend and document meetings on behalf of the Support team
- Actively maintain contact with clients on a regular basis

Person Specification

- Excellent written and oral communication skills
- Strong phone contact handling skills and active listening
- Capability and adaptability with various computer tools and programs
- Ability to prioritise and manage time effectively
- Experience in analysing complex material
- Willingness to work evenings, weekends, and some holidays
- Ideal candidates should be personable, empathetic, adaptable and focused problem-solvers with an acute attention to detail, a desire to learn, and an eagerness to take initiative and exceed expectations.
- Proven work experience in a ticketing environment, ideally with use of a Box Office system at Supervisor level or above

To apply

Please apply through Red61's [online recruitment portal](#)

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