



JOB DESCRIPTION

ROLE TITLE: Senior Technical Manager, Business Systems

CONTRACT TERM: Permanent

LOCATION: ABBA Arena, 1 Pudding Mill Lane, E15 2RU & Oxford Circus Office, London

REPORTING TO: Show & Venue General Managers

RESPONSIBLE FOR: Technical Systems (non-show production)

HOURS: Full-time, includes some antisocial hours with some weekend and evening cover.

Deadline: 19th October 2026

ROLE OVERVIEW

As the Senior Technical Manager, Business Systems, you will provide pivotal leadership sitting between the production and operations teams of our unique demountable venue overseeing the business systems that support our core show operation. You will own the technical integrity and long-term resilience of our London venue's infrastructure, merging technical management with network and systems oversight. You will oversee onsite reactive repairs and emergency technical triage, as required.

Unlike a standard IT support role, this position requires a high-level Production Technologist, ideally with technical theatre background. You will lead the maintenance, testing, and strategic upgrading of show technology, including site-wide networking, CCTV & security infrastructure, operation-critical ePOS systems, FOH lighting, spatial audio, LED video mapping & IT systems. You will be the primary authority on-site for ensuring our world-class entertainment technology delivers an unfailing audience experience at all performances.

ROLES AND RESPONSIBILITIES

STRATEGIC OPERATIONS & MAINTENANCE

- Systems ownership: Lead the repair, support, and lifecycle management of venue-wide technology.
- Operational impact: Consider roadmaps for all existing infrastructure and systems, advise ABBA Voyage on potential challenges, risks and implications that should be considered with all impacts on operations and income-generation.
- Network architecture leadership: Act as the senior authority for site network infrastructure, troubleshooting firewalls, data links, CCTV, and wireless APs and IT systems.
- Compliance & standards: Ensure all systems meet rigorous PCI DSS standards for secure payment processing and data handling.
- Documentation: Maintain absolute accuracy in system labelling and "as-built" schematics.
- Key stakeholder over operational impact of business decisions relating to any IT, network or similar technology processes, procurement
- General infrastructure: Artnet DMX gateways, Motorola VHF radio systems/repeaters.
- Security & comms: NX Witness CCTV (IP-based), BOH paging, and show relay.
- Lighting control: ETC Paradigm DALI interfaces and ETC EOS Nomad programming.
- Audio/visual: Q-Sys playback, Madmapper video mapping, and LED controllers.



TECHNICAL MANAGEMENT

- Capital projects: Advise ABBA Voyage on and plan, execute technology upgrades and systems integration to improve venue resilience and audience experience including design and costings alongside 3rd parties.
- Consider implications and operational challenges with possible system designs, upgrades and changes.
- Vendor management: Lead relationships with subcontractors, rental providers and manufacturers; define scopes of work and sign off on technical deliveries, including ensuring implementation of agreed upon SLAs and system changes.
- Change management: Oversee the technical roadmap for network and electronic equipment, ensuring minimal disruption to the show schedule and income generating operations.
- Oversee onsite reactive repairs and emergency technical triage, as required.
- On occasion, act as Technical Manager on Duty.
- Any other duties reasonably expected of an electronic or network maintenance professional working with a world-class entertainment project.

ABOUT YOU:

Essential:

- **Production expertise:** Significant experience as a Senior Theatre Electrician, Business Systems Manager, Lighting Technician, or Production Technologist in large-scale venues, festivals or touring environments.
- **Technical authority:** 5+ years of experience fault-finding large-scale entertainment or industrial network architectures.
- **Security focused:** Solid understanding of **PCI DSS** compliance and its application within network and ePOS environments.
- **Proven leadership:** Experience leading change management, complex system installations, and technical projects from inception to completion.
- **Problem solver:** A high-level practical approach to site-wide damage response and technical faults under time pressure.
- **Communication:** Ability to translate complex technical issues for non-technical stakeholders (Site Director/Production Team).
- **Safety & compliance:** Deep working knowledge of UK Health & Safety laws, including interpreting technical drawings and equipment specifications.

DESIRABLE BUT NOT ESSENTIAL – possessing any of the following would be advantageous:

- Qualifications:
 - Key degree requirement: "bachelor's or master's degree in computer science, Information Technology, networking or related
 - BS 7671 (18th Edition), BS 7909 (Temporary Power), or H&S certifications eg: NEBOSH or IOSH
 - Project management: PRINCE2, Agile
- Access/Safety: IPAF 3A, 3B, 1B;
- First Aid at Work.
- Knowledge of building facilities systems: Ability to assist with BMS systems such as, HVAC, plumbing, or Fire Alarm/PAVA control systems.