

Role: Technical Innovations Supervisor

Reports to: Technical Innovations Manager

Location: Scottish Event Campus, Glasgow, site-based role

Role Summary

The Technical Innovations Supervisor supports the Technical Innovations Manager in the effective operation, maintenance and development of SEC's campus wide CCTV and digital signage systems, along with other assigned technical infrastructure and innovation activity.

This role focuses on hands on technical delivery, supervision and compliance, ensuring systems perform reliably, safely and in line with agreed standards, procedures and security requirements. The Supervisor plays a key role in translating innovation and improvement initiatives into robust, operational reality on the ground.

Key Responsibilities

CCTV & Digital Signage Operations

- Support the day-to-day operation, monitoring and maintenance of all CCTV and digital signage systems across the SEC campus.
- Assist with the implementation, configuration and commissioning of new CCTV cameras, digital signage hardware and associated control systems.
- Liaise closely with the Technical Innovations Manager, Security and Operations teams to ensure effective CCTV coverage during events, incidents and campus operations.
- Provide first line fault finding, diagnosis and rectification for CCTV and digital signage issues, escalating where required.
- Participate in on call or out of hours support arrangements as required to ensure system resilience.

Technical Support & Event Delivery

- Provide practical technical support during event planning, event build, live delivery and breakdown, particularly where CCTV, signage or digital infrastructure is involved.
- Support the installation and integration of audio-visual and related technical equipment as directed.

Asset Management & Maintenance

- Assist in the delivery of the planned preventative maintenance (PPM) programme for CCTV and digital signage assets.
- Maintain accurate records relating to inspections, testing, faults and repairs in line with statutory and internal requirements.
- Support the upkeep of the CCTV and digital signage asset register, ensuring equipment location, condition and status are accurately recorded.
- Assist in controlling stocks of equipment, spares and consumables, reporting shortages or issues to the Technical Innovations Manager.
- Ensure all equipment is stored, handled and transported safely and securely.

Standards, Compliance & Risk

- Ensure all work is carried out in accordance with agreed standard operating procedures, ways of working and operational protocols.
- Follow current legislation, industry standards and relevant codes of practice governing CCTV, digital signage and technical systems.
- Identify hazards and contribute to risk assessments, ensuring safe systems of work are followed at all times.
- Challenge unsafe practices and escalate concerns appropriately.

Innovation & Continuous Improvement

- Support the Technical Innovations Manager in trials, testing and pilot deployments of new technology.
- Provide feedback on system performance, usability and operational impact to inform future improvement decisions.
- Contribute ideas and observations that support the continued evolution of SEC's technical services.

Communication & Collaboration

- Maintain clear, professional communication with Technical & Production colleagues, Security, Operations and Event Management teams.
- Ensure relevant information relating to faults, works, incidents or system limitations is communicated effectively.
- Provide practical mentoring and support to colleagues to build capability and confidence with new systems.

Required Skills and Experience

- Strong practical experience working with CCTV, digital signage or comparable technical systems.
- Confident fault-finding and maintenance capability in live operational environments.
- Good understanding of safe working practices and basic statutory compliance requirements.
- Ability to supervise others and maintain high standards of workmanship and conduct.
- Clear communicator with the ability to explain technical issues in straightforward terms.

Key Competencies

- Practical, calm and solution-focused.
- Reliable, organised and detail-oriented.
- Safety conscious and professionally disciplined.
- Comfortable working hands-on and leading by example.
- Keen to learn and contribute to future technical innovation.