



## Support Specialist

Salary: £21,000 to £23,000 per annum, depending on experience

### Background

**Red61** is a successful live event ticketing software company, providing software, services and consultancy to festivals and venues around the world.

We are the ticketing solution that drives the Edinburgh Festival Fringe (the largest arts festival in the world), Adelaide Fringe in Australia and the National Arts Festival of South Africa as well as other UK and international venues and events.

**Red61** use a wide range of innovative technologies that provide the best solutions for event sales, data capture and distribution. This includes several unique capabilities that enable **Red61's** clients to provide a high-class service and an excellent customer experience.

### Roles and 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 our 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 (also 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 Operational Support team
- Maintain regular contact with clients.

#### **Red61**

First Floor, The Stack, 1 Papermill Wynd  
Edinburgh EH7 4QL

Red Sixty One is a Limited company registered in Scotland No.SC235054

| [www.red61.com](http://www.red61.com)  
0345 867 2203

## 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 complete the application process for the 'Support Specialist' role on our recruitment website at [red61.teamdetails.com](https://red61.teamdetails.com).