



Are we looking for you? Or are you looking for us? We are looking for...

The Position – Virtual & Hybrid Event and Technology Manager (Fulltime or Contract (minimum 4 months)) for immediate start

The Office – Our staff is currently working remotely

Location: Asia, Preferably Singapore

email: careers@icsevents.com

www.icsevents.com

The Office Culture

We take pride in our people and our work. We are committed to our company's success. We trust, support and empower each other to be accountable to each member of our team. We are committed to honest but constructive dialogue with all stakeholders. We can work independently within an evolving framework. We are passionate about providing exceptional service and solutions to our clients. We are professional and preppy dressers. We work in a fun and engaging environment. We gather for and participate in daily huddles, team building entertainment, themed potlucks, and out of office activities – all of them virtual right now of course. Become one of us because we are “connecting people to facilitate change in the world.”

The Virtual & Hybrid Event and Technology Manager will work as an integral part of our fast-growing virtual team and act as the Subject Matter Expert (SME) to advise on, continually refine and improve the Virtual Event process by researching and implementing technology solutions, providing training and assisting in the implementation and execution of extraordinary virtual and hybrid events.

Responsibilities

STRATEGIC VIRTUAL/HYBRID EVENT DEVELOPMENT (70%)

- Be the in-house Subject Matter Expert for virtual and hybrid event platforms to offer informed and innovative solutions to our clients, including troubleshooting and debriefing
- Continuously improve our approach and execution of virtual and hybrid events through technology and process
- Leverage your solid creative, technical and event knowledge to consistently deliver innovative solutions and client service excellence

- Negotiate contracts with third-party webcast provider
- Collaborate with vendors to build API integrations between existing/in house systems and third-party providers
- Assist our inhouse digital team in constantly developing and innovating their products and services
- Establish expectations with clients on timelines, requirements, and provide any post-event deliverables to the client
- Be a brand champion to ensure end results are high quality outputs for our clients
- Assist in training the event production team and developing procedures and templates

VIRTUAL/HYBRID EVENT EXECUTION (30%)

- Run the live production of webcasts, virtual and hybrid events including onsite assistance
- Design and create elements, such as consoles, customized branding, participant registration pages, registration confirmation emails, promotional emails, etc
- Provide comprehensive end-to-end support through event coordination, vendor and budget management and collaboration with stakeholders

EDUCATION AND EXPERIENCE

- Interest in virtual event/webinar/content hosting platforms (e.g., ON24 GoTo Meeting, Webex, Intrado (INXPO), etc) with a proven understanding of system integrations to support the complex technology landscape needed for large-scale digital events. Expertise and experience with such platforms is an asset.
- Digital event production background (such as webcasting/webinars, AV setups or similar experience) and/or experience with OBS, VMIX, Ecamm Live video streaming software an asset
- Demonstrated expertise with WordPress, audio editing software, video editing
- Strong customer-focus with 3-5 years experience in customer service
- Proficient at using software applications including Microsoft Office products (Excel, PowerPoint), Apple applications, and team project software, knowledge of HTML and Photoshop-type applications
- Excellent organizational and time management skills with strong attention to detail
- Excellent written/oral communication skills with experience moderating groups a plus
- Excellent problem-solving skills.
- Ability to work under pressure while coordinating multiple tasks under tight deadlines
- College degree required

What's next?

Please send your resume and cover letter to careers@icsevents.com.

