



We are Recruiting! – Event Systems Strategist - Coordinator

Location

ICS employees work in a predominantly remote work environment.

The Company

A highly respected player at an international level, International Conference Services Ltd. (ICS), is a Professional Conference Organizer in business for over 45 years that works with national and international associations, and organizations, to host conferences, events, and tradeshow. Our work is very purposeful, and we are truly “connecting people to facilitate change in the world.” With over 80 staff members working remotely across North America, Europe, and Asia, we are truly an international team, and we leverage the strengths that our diversity brings.

Remote-First Work Environment

ICS employees work in a remote-first work environment. Our employees truly enjoy the flexibility that remote work brings, and we work hard as a company to stay connected through weekly all-hands meetings and annual in-person get-togethers. Remote work is an important part of our business strategy and will not change post-COVID.

The Culture

ICS operates in a true “team” environment - trust, support, and empowerment of each other are very important to our culture. We know that we work better as a team, and we regularly celebrate our collective accomplishments. We pride ourselves on being innovative, solutions-oriented and are able to think outside the box, which keeps us all learning and growing as professionals together. We care deeply about creating exceptional experiences for our clients and pride ourselves in our many long-term relationships we have cultivated.

The Role

The Strategist of Event Systems will work as part of the Systems & IT department, providing support and consultation to ICS project teams to determine appropriate in-person, hybrid, and virtual event technology solutions that will meet the event needs and goals. This role will also support the team with UX/UI design projects, administrative support, documentation, training, review and contribute to department developed standard operating procedures, identify efficiencies and areas for improvement, as well as act as a liaison between ICS and preferred suppliers.

This is a new and dynamic role which we are open to negotiations based on the skill set for either a full-time or part-time position.

Responsibilities

- Support project teams in project planning to determine appropriate in-person, hybrid and virtual event technology solutions that will meet the event needs and goals
- Review and contribute to department developed standard operating procedures as it relates to event technology
- Identify efficiencies and areas for improvement with regards to event technology needs and standard operating procedures

- Remain current with industry technologies, products, and trends
- Understand budgets and provide appropriate recommendations from this information
- Troubleshoot, investigate, and escalate advanced or on-going technical issues
- Generate new ideas to implement new/existing client requirements
- Train staff on new and existing processes
- Evaluate, select and negotiate contracts with (new) software and suppliers such as but not limited to credit card merchants, event mobile apps & virtual platforms, on-site technology, print on demand services
- Ensure connectivity between databases and systems
- On-site support and travel to events may be required on occasion
- Assist the Team with developing and defining user journeys to map out key interactions between users and application, creating user flows, low fidelity mock ups, and user-centered designs by understanding business requirements and user feedback.
- Assists with translating requirements into design systems, design patterns, and attractive user interfaces while maintaining a high level of brand consistency.
- Conducts regular user testing (usability testing and design validation).
- Supports the unit with any other communication, design, and research tasks as needed.
- Additional duties as required

Education, Experience & Skills Required

- Certificate or Diploma in a relevant field
- 1-2 years of experience in related field
- Experience with UX/UI design
- Excellent knowledge of responsive web principles and ability to code (i.e., HTML, Javascript and CSS)
- Good knowledge of current web design standards, trends and techniques, and user experience best practices
- Good knowledge of cross-browser, cross-platform and multi-device issues (i.e., optimizing text, graphics limitations)
- Good knowledge of standard IT systems, relational databases, and requirements for their integrations with websites and CRM
- Excellent analytical reasoning, problem-solving, and organizational skills
- Ability to work on multiple projects simultaneously and meet project deadlines
- A self-starter with ability to work collaboratively as a member of a team, as well as independently
- Experience working with EventsAir, virtual platforms (Pheedloop, Zoom, etc.) and/or Microsoft 365 is a definite plus
- Willingness to learn new software systems as required

It would also be beneficial if you have worked with the following tools:

- Microsoft 365 Business (Power Automate, Word, Excel, PowerPoint, Outlook, etc.)

The Benefits of Working at ICS

- Our employees work remotely on a permanent basis.
- As an employee you are provided all hardware including company laptop, monitor, headset, mouse, keyboard, and internet-based phone

- In addition to salary, we offer a monthly work from home allowance to help cover the cost of your home internet and home office expenses
- In addition to vacation time, employees receive a paid day off on their birthday each year
- An excellent benefits package including Extended Health Coverage, Dental and access to our EFP is provided after 3 months
- Fun in-person employee get togethers each year
- ICS prides itself in providing career development opportunities

What's next?

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