The Piano



Venue Technician

Position Description

Venue Technician

Employment terms

Part time, permanent | 20 guaranteed hours per week
with additional hours available on a weekly basis

Location

Ōtautahi Christchurch

Reports to

The Director

Works closely with

Venue & Events Manager
Events & Marketing Coordinator
Event Delivery Team (casual)

About The Piano

Pīpīwharauroa: Kui-kui Whitiwhiti Ora

Celebrating 10 years in 2026, The Piano is one of New Zealand's premiere performing arts venues hosting 300+ arts, business, professional and community events each year, welcoming over 130,000 people through our doors annually.

With high-spec technical facilities across our suite of performance and workshop spaces, The Piano plays host to a wide range of artforms and business events from New Zealand music icons, international artists, community musicians and emerging young artists. Our 325-seat Philip Carter Family Concert Hall is renowned for its world-class acoustics, complemented by The Chamber – our intimate 80-seat gig/recital space.

thepiano.nz

Position Overview

With a growing number of events, we are excited to establish the new permanent role of Venue Technician at The Piano to deliver AV, sound and some lighting services before and during events; oversee equipment maintenance; and provide training for junior casual technical staff.

As a core member of The Piano team, this role plays a key part in the end-to-end client booking process, providing technical support throughout and often greeting the client as their first point of contact on the day of event delivery.

This is a collaborative, hands-on role that balances excellent technical delivery as both a lead operator and support Venue Technician, with the ability to support and guide The Piano's event delivery team to achieve calm, well-run outcomes. Additionally, the Venue Technician supports the day-to-day running of the facility and business operations.

Key Responsibilities

Technical Management & Event Delivery

The Venue Technician is responsible for the smooth and efficient operating and maintenance of The Piano's technical equipment and systems, and plays a key role in the core operational and event delivery team.

- Provide excellent AV, sound and minimal lighting services as Lead AV/Sound Operator for community and professional arts events: managing set-up and live sound operation and QLab for small acoustic artists and comedy nights
- Provide excellent AV, sound and minimal lighting services as Lead AV/Sound Operator for professional and community business events: managing presentational software and data projector, up to six wireless and/or headset microphones, and confidence monitor
- Provide supporting Venue Technician services for a wide range of professional and community concerts and productions, and business events
- Lead or assist with on-site production pack-in and clean-up for events as necessary, often acting as the first point of contact for clients, artists and crew on arrival
- Work in collaboration with the Marketing & Event Coordinator and wider event team to ensure smooth delivery of events across the Technical, Back and Front of House functions
- Confidently translate technical riders and provide technical guidance during the booking process as needed, in collaboration with the Venue & Event Manager
- Oversee the ongoing maintenance and improvements of The Piano's AV, sound and lighting equipment and systems, providing feedback to The Director on ways to ensure an exceptional client experience
- Assist The Director with any items related to technical event delivery and equipment, and facility management as reasonably required
- Provide inductions and ongoing training for junior casual technical staff, ensuring sufficient support and event preparation as necessary
- Identify new casual technical staff as and when required to ensure a regular pool of junior casual technical staff
- Contribute to pre and post production planning, ensuring event reports and records are well kept
- Maintain a safe and organised working environment, in collaboration with The Piano staff
- Assist clients and The Piano staff with any non-technical event set up and delivery requirements from time to time, understanding the nature of small teams with a 'can do' attitude

People Management

Excellent HR and communication skills are required to represent The Piano during event delivery and provide an exceptional experience for clients. The Venue Technician works collaboratively within The Piano team, and liaises with a wide range of artists, clients, external technical providers, often as the first point of contact on arrival.

- Work collaboratively with external technical providers/companies during production pack-in, providing venue specific support as necessary
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise and firmness
- Demonstrate an understanding of, sensitivity to and appreciation for, the ethnic, socio-economic, disability, neuro and gender diversity of clients

About You

First and foremost, you'll love working with people and supporting clients to deliver exceptional event experiences with a broad range of arts, community and business clients.

This role is well suited to someone looking to progress their technical career with opportunities for skills development, or someone who enjoys the regularity offered from a Venue Technician role.

With a passion for events, and an interest in music and the arts, you'll possess the following attributes and skills:

- At least two years' AV and Sound operation experience in live music performance, arts and/or corporate environments
- Some experience operating Allen & Heath consoles would be beneficial, but not necessary. Training will be provided
- Experience working within an event team in fast-paced environments
- Some basic lighting operation experience is welcomed, but not necessary. A willingness to upskill is desirable
- You'll be a people person, with exceptional communication skills and the ability to build rapport and manage a wide variety of relationships and personalities

Career Development at The Piano

The Piano is committed to developing sustainable careers in the arts. We offer comprehensive training and skills development opportunities in a supportive and welcoming team environment.

The Venue Technician role offers an enticing opportunity to gain experience, or further develop your skills, in live AV/Sound operation across a genuinely wide range of music genres, theatre and dance productions, comedy, corporate presentation and live streaming.

There may be further opportunities to develop lighting operation experience, and live and studio recording experience for the right candidate. Access to mentoring from The Piano's Director and relevant Board of Trustee members may also be available for the right candidate.

Terms of Employment

- Permanent part-time, guaranteed 20 hours per week, with a 90-day trial period
- Additional hours offered on a weekly basis, based on candidate's preference and event schedules
- Pro-rata salary, commensurate with experience, responsibility and autonomy
- Employer KiwiSaver contributions
- Leave entitlements as outlined in the Holidays Act 2003
- Employees in this role understand the working hours can be irregular, including evenings, occasional public holidays, weekends, and some early mornings
- The Piano acknowledges the nature of portfolio careers, and is committed to flexibility of working hours in line with the event schedule requirements and the candidate's preferences

Want to find out more?

If you're interested in applying, but would like to see if this role might be a good fit for you first, you're welcome to get in touch with Marcus Norman, Director for an informal kōrero at marcus@thepiano.nz or 03 377 5000

To Apply

Send in your CV with listed referees, and a cover letter introducing yourself and your work experience to Marcus Norman, Director of The Piano at marcus@thepiano.nz

Applications will be reviewed as they are received, with interviews and trial shifts taking place throughout November and December 2026. The Piano closes over Christmas, and interviews and trial shifts may continue into 2027 as necessary.

Applications will remain open until the right candidate is found.

The Piano

Pīpīwharauroa: Kui-kui Whitiwhiti Ora

When the shining cuckoo sings, it signals new beginnings

Our gifted ingoa Māori means "the shining cuckoo", which is a bird of significance for Ngāi Tūāhuriri. Not only are pīpīwharauroa known as singers, entertainers and conveyors of messages, they're also viewed as a sign of spring and new beginnings.