TITLE OF POSITION: Event Technology Specialist
POSITION TYPE: Hybrid
DEPARTMENT OR OFFICE: Conference & Events
SUPERVISOR'S TITLE: Director, Conferences & Events
FLSA STATUS: Full-time Exempt

Company Description

The International Association of Fire Chiefs (IAFC) has represented the leadership of over 1.2 million firefighters and emergency responders since 1873. IAFC members are globally recognized leaders in firefighting, emergency medical services, terrorism response, hazardous materials management, disaster recovery, and public safety legislation. The organization's mission is to provide leadership, education, resources, and representation to empower emergency service professionals worldwide. IAFC fosters innovation, collaboration, and professionalism within the emergency response community.

Job Summary

The Event Technology Specialist is responsible for the strategic planning, implementation, and execution of event technology solutions that support IAFC's conferences and meetings portfolio. This role oversees the full lifecycle of technology required for events across five (5) annual meetings ranging from 300–1,000 attendees, as well as Fire-Rescue International (FRI), IAFC's flagship annual conference with 5,000+ attendees, exhibitors, and sponsors. Travel will be required, 25% to be on-site for events.

The Event Technology Specialist serves as IAFC's subject-matter expert for registration systems, conference communications, housing coordination, mobile applications, and onsite event technology. This position works cross-functionally with internal stakeholders, vendors, housing providers, and technology partners to deliver seamless, secure, and data-driven attendee experiences across in-person, virtual, and hybrid events.

Key Responsibilities

Event Technology Strategy & Oversight

- Lead the planning, deployment, and management of event technology platforms across IAFC's event portfolio, including registration, housing, mobile apps, lead retrieval, session scanning, and reporting tools.
- Serve as the primary liaison with third-party technology vendors, ensuring contracts, timelines, integrations, and deliverables align with IAFC goals and event requirements.

- Evaluate, recommend, and implement new technology solutions to enhance attendee, exhibitor, and sponsor experiences.
- Ensure consistent standards, processes, and documentation across all IAFC events.

Registration & Systems Management

- Own and manage IAFC's event registration platforms, including system configuration, testing, data integrity, integrations, and ongoing optimization.
- Work with Marketing and IT departments to maintain event registration websites and forms, including pricing structures, discount codes, payment gateways, invoicing, refunds, and confirmations.
- Partner with finance and internal teams to ensure accurate financial reporting and secure transaction processing.
- Generate and distribute real-time and post-event registration reports, analytics, and insights.

Housing & Vendor Coordination

- Work closely with IAFC's housing providers to ensure accurate data integration, room block management, reporting, and attendee communications.
- Coordinate housing-related workflows, timelines, and reporting with internal stakeholders and external partners.
- Support exhibitor and sponsor technology needs in coordination with general service contractors and event vendors.

Conference Communications & Attendee Experience

- Manage the conference generic email box; ensure timely and professional communication with attendees and issue resolution.
- Maintain high standards of customer service, serving as an escalation point for complex registration and technology-related inquiries.

Mobile App & Digital Platforms

- Lead the setup, content population, testing, and launch of event mobile apps for all IAFC conferences, including FRI.
- Coordinate agendas, speaker data, exhibitor listings, sponsor content, notifications, and interactive features.
- Collaborate with internal teams to ensure content accuracy and optimal user experience.

Onsite Event Technology Execution

- Provide onsite leadership for event technology execution, including registration operations, badge printing, scanning, lead retrieval, and mobile app support.
- Act as the primary point of contact for technology vendors during live events, troubleshooting issues and managing escalations in real time.
- Plan staffing needs, workflows, equipment orders, and onsite registration logistics.
- Train and manage temporary onsite registration and technology staff as needed.

Project Management & Reporting

- Develop and manage detailed project timelines, workback schedules, and milestones across all event technology workstreams.
- Anticipate risks and dependencies across departments and proactively resolve issues.
- Deliver post-event reporting, insights, and recommendations to inform continuous improvement.
- Ensure data security, compliance, and best practices across all platforms.

Qualifications

Required Qualifications

- Bachelor's degree or equivalent professional experience in event management, technology, or a related field.
- Minimum **3+ years of experience** managing event technology, registration systems, or attendee experience platforms in a high-volume event environment.
- Proven experience supporting multiple events simultaneously, including large-scale conferences.
- Strong technical aptitude with the ability to quickly learn and manage new platforms and tools.
- Experience with event technology platforms such as Salesforce, Fonteva, Swoogo, Cadmium, or similar systems.
- Advanced proficiency in Microsoft Excel, including reporting and data analysis.
- Demonstrated ability to turn data into actionable insights and recommendations.
- Excellent written, verbal, and customer service communication skills.
- Strong attention to detail, organization, and project management skills.
- Ability to travel and provide hands-on onsite event support.

Preferred Qualifications

- Experience working with associations or nonprofit organizations.

- Familiarity with housing providers and registration–housing integrations.
- Experience supporting exhibitor and sponsor technology solutions.
- Ability to communicate technical concepts clearly to non-technical stakeholders.
- Proven ability to manage vendors, timelines, and competing priorities in a fast-paced environment.

Working Conditions

- This position may be based at IAFC offices with hybrid flexibility as approved.
- Standard business hours with additional hours required during peak planning periods and onsite events.
- Travel is required to support IAFC events, including FRI and other conferences.
- Ability to stand for extended periods and lift light to moderate equipment when onsite.

Why Join IAFC

IAFC offers the opportunity to support mission-driven events that serve the fire and emergency services community. This role plays a critical part in delivering professional, high-impact experiences for IAFC members, partners, and stakeholders across the globe.