



Commonwealth Games 2026 – Job Description

Job title:	Technology Support Coordinator
Division:	Technology & Broadcast
Department:	Technology
Reports to:	IT Operations Manager
Location:	Glasgow City Centre Office

Background to the 2026 Commonwealth Games

In July and August 2026, Glasgow will host the Commonwealth Games. Approximately 3000 athletes and team officials from up to 74 nations and territories across the Commonwealth will come together in an 11-day celebration of sport and culture. Events will take place across Glasgow, entertaining more than 500,000 ticketed spectators and reaching a global broadcast audience of over 1 billion.

Glasgow 2026 Limited, the Organising Company (the OC), is signatory to the Host Collaboration Agreement (HCA) with the Commonwealth Games Federation (CGF) and Commonwealth Games Scotland (CGS) and each have key parts to play in the planning and delivery of the 2026 Commonwealth Games, both individually and collectively, to ensure that the new format 2026 Commonwealth Games are a huge success.

The Technology Support Coordinator will help ensure smooth day-to-day IT operations across the office by providing technical support to staff, assisting with technology onboarding processes, and acting as a key liaison with our external IT services provider. The role operates within a dynamic and evolving environment shaped by the Glasgow 2026 collaborative delivery model, where responsibilities are shared across a network of delivery partners rather than being owned solely by a traditional central Organising Company.

Working closely with internal teams, external suppliers, and public and private sector delivery partners, you will ensure that critical systems - including office technology and technology at Games time - are supported promptly, securely, and inclusively. This role provides a unique opportunity to contribute to a groundbreaking, legacy-focused Games, anchored in innovation, sustainability, and community empowerment.

Glasgow 2026 is a people-powered Games that brings sport to the heart of communities. With a focus on sustainability, inclusion, and innovation, the Games will be delivered in partnership—with public bodies, event specialists, and local communities all playing a vital role. This role contributes directly to the Games' digital transformation, legacy ambitions, and commitment to showcasing Scotland as a leader in collaborative major event delivery.



Role Summary / Key Accountabilities

The successful candidate will be responsible for:

- Reporting to the IT Operations Manager
- Supporting users with devices, applications and office technology
- Providing first-line IT support to Organising Company (OC) staff, including troubleshooting hardware, connectivity issues and software issues (e.g. Teams, Outlook, and SharePoint)
- Supporting the use of OC computers, printers, phones, audio-visual equipment, and other IT equipment.
- Manage the logistics and distribution of hardware within the OC premises.
- Coordinating with our IT Services supplier to efficiently deploy, manage, and maintain IT assets.
- Tracking and managing IT inventory, ensuring availability and accurate records of hardware and software assets.
- Regularly inspecting and testing meeting spaces' AV equipment and conducting pre-checks before priority events and meetings.
- Supporting technology operations during Games-time in Glasgow.
- Building strong, collaborative relationships with Glasgow 2026 team members, users and suppliers and providing in-person support.
- Escalating support issues, asset procurement needs, and service maintenance to the IT Operations Manager and relevant suppliers.
- Monitoring the status of incidents and service requests within the OC incident management tools.
- Support the Technology and Broadcast Programme Manager with related administrative tasks and handling general enquiries.
- Recognising that responsibilities may evolve during the lifespan of the Organising Company, with the role adapting to meet changing organisational needs.

Knowledge & Experience

Essential:

- Experience in IT support or a similar IT coordination role.
- Basic audiovisual (AV) equipment skills
Robust organisational and documentation practices.
- Familiarity with cloud-based platforms such as SharePoint and Google Drive.
- Proficient in working with essential IT infrastructure, such as connecting devices to Wi-Fi and configuring printers.



Beneficial:

- Experience using IT Service Management (ITSM) tools, including ticketing and incident management systems such as ServiceNow
- Effective interpersonal skills for providing one-on-one user assistance.

Personal Characteristics

- Team-focused and collaborative
- Capable of functioning effectively in a high-pressure, fast-paced setting.
- Clear and effective communicator.
- Has a problem-solving mindset, enabling quick diagnosis and resolution of first-line IT issues.
- Organised with a keen attention to detail
- Flexible and resilient, capable of adapting swiftly to shifting priorities.
- Purpose-led: Aligns with the Glasgow 2026 mission of creating an inclusive, community-first, and low-carbon Games.