



Job Description
Technical Entertainment
Entertainment Technician - VIDEO

Basic Job Description

The Video Technician must be able to acquire, compress, digitize, duplicate, edit and store audio and video data for onboard production. Target and acquire satellite reception for the purpose of broadcast television. He/she must also be able to ingest and schedule digital media for playback on internal broadcast television system. Set up and/or operate audio/video equipment including microphones, sound speakers, video screens, projectors, video monitors, recording equipment, connecting wires and cables, and related electronic equipment for special events including presentations and meetings. Perform basic troubleshooting and routine maintenance of the audio/video equipment as well as in-cabin television troubleshooting.

Job Requirements

The Video Technician is expected to act professionally and must be able to comply with all shipboard rules and regulations (including but not limited to Safety Trainings/Drills/Rules, Carnival Look, Uniform & Dress Code, Alcohol Policy, Hygiene Standards, etc). To be considered for employment, you must meet the following requirements:

- Associate Degree in Video Production or equivalent work experience
- Excellent shooting and editing skills, knowledge of editing systems/programs
- Experience with Broadcast head-end distribution, TVRO Satellite Antennas, Interactive TV Systems, Digital Media and Digital Signage preferred
- Good knowledge in PC hardware & software maintenance and repair
- Friendly, professional, self-motivated individual with a willingness to learn
- Comfortable working at heights up to 35ft (10.5m), be able to safely climb an A-frame ladder and properly operate a Genie lift
- Excellent English verbal skills, able to understand and speak fluently in tough environments (over communication headsets, in noisy areas, different accents, etc)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Good overall health and physical condition (*to be determined by physician*)
- Ability to lift/move up to 50 pounds
- Required to work up to 10hrs per 24hr period, 7 days a week.
- Required to work on a per contract basis, 6 – 8 months each with up to 2 months of non-paid leave in between contracts.
- Able to provide forward facing guest interaction which include sales, videography, side duties and certain job related troubleshooting, with the intent to exceed guests expectations.

Job Responsibilities

The Video Technician's job responsibilities include, but are not limited to, the following activities:

- Weekly Video Production – “Voyage Video DVD” (if applicable on the respective ship)
 - Capture and Edit pre-determined events on a daily basis.
 - Have completed daily videos broadcasted no later than 10pm
- Sales of weekly and pre-recorded video productions (if applicable on the respective ship)
 - Desk hours – daily and length of time to be determined per vessel but must include final day from 6pm – 11pm and morning of debarkation from 7am – 10am.
- Support for Broadcast operations
 - Server ingest of on-air TV content



- Scheduling playback of on-air TV content
- Satellite TV reception
- Interactive TV hardware and software support
 - Loading voyages, refreshing content, etc...
 - Vendor liaison for system troubleshooting
- Support for live video productions
 - Could include live switching, camera operator and/or PTZ camera operator.
 - Examples include: Main Theatre Shows, Morning Shows, lido deck activities, naming ceremonies, concerts or special events.
- Promotions of the product that adhere to the standards and policies of shipboard advertising
- Audiovisual services for special events:
 - Could include group functions, ship charters, concerts, private parties, etc.
- May be required to film guest shore excursions off the ship in the ports of call. CCL will cover all travel, permits, or other costs associated with this.
- Support for local entertainment venues (branded and non-branded):
 - Two inspections daily (morning & evening) for all venues to insure equipment functionality and awareness.
 - Provide support for malfunctioning hardware.
 - EA Sports Bar
 - Make sure the correct content is shown on video wall & LCD screens within the venue.
 - Make sure Digital Signage content is updated to reflect daily activities
 - Make sure Jersey Frame iPads are functioning with proper content
 - SportSquare (EA Sports Stadium)
 - Guy's Burger Joint
 - Make sure video content is playing during venues operating hours
 - Punchliner Comedy Club
 - Make sure Digital Signage content is updated to reflect daily activities
 - Red Frog Pub
 - Provide support for photo slideshow presentation
 - Provide support for video jukebox
 - Seaside Theatre (Lido Video Wall)
 - Schedule content according to published schedules
 - Provide support for in-venue LED Video Walls
 - Perform regular maintenance schedule
 - Playlist Productions
 - Provide support for in-venue LED Video Walls
 - Perform regular maintenance schedule
 - Set up or set up and operate audio and video equipment including video screens, projectors, connecting wires and cables, and related electronic equipment.
 - If an event is video related or includes video, then a video technician should be available to the venue while the event is taking place.
- Support for Digital Signage Content
 - Hardware inspections/cleaning on weekly basis
 - Update content to support day to day operations in various locations of the ship
 - Update content on daily basis to support branded venues
 - Punchliner Comedy Club
 - EA Sports Bar
 - Playlist Productions
- Perform maintenance and routine cleaning of audio and video equipment including:



- Interactive TV, Satellite TV, Digital Signage, Large in-venue LED Screens.
- Fill out the Technical Reports detailing any new or outstanding problem pertaining to the ship's satellite antennas, video, broadcast, interactive or digital signage systems, and submit them to the Shipboard and Shoreside Supervisors weekly, copying the Entertainment Technical Manager and the Cruise Director.
- Be part of the daily 9am – 11pm “In-cabin TV Service” rotation, carrying the “AV On Call” mobile phone at all times while on duty and being reachable to provide in-cabin television troubleshooting both for guests and crew.
- When on duty, ensure that in-cabin service requests are being addressed within 30 minutes from receiving them and notify the Guest Services/Housekeeping immediately upon being completed.
- Start and end guest big screen movies while in ports
- Be part of the “Just Ask” rotation (approx. 2-3 hours every 6-7 weeks/cruises), providing guests with answers to various general questions upon their arrival on board in home port.
- Attend any safety, hospitality or job-related training as required and scheduled by the ship's command or immediate supervisors.
- All and any work-related duty or task as indicated on the weekly work schedule or requested by the Entertainment Technical Manager via email, phone or verbally.

Reporting Structure

The Video Technician reports directly to the Entertainment Technical Manager. In addition, she/he should also follow the rules and regulations set by:

- Cruise Director
- Ship's Command
- Shipboard Entertainment Fleet Supervisors
- Shipboard Entertainment Fleet Technical Managers
- Shoreside Management Team
 - Supervisor of AV Media
 - Manager of Technical Entertainment
 - Director of Technical Entertainment

Assessments

Your job knowledge and overall performance will first be evaluated by the Entertainment Technical Manager and/or Video Fleet Supervisor upon completing your 90-days probation period, and will determine your eligibility for the position from that point onwards. Provided you successfully pass your first three months evaluation, you will continue to receive periodic evaluations prior to each contract completion, no later than six months from the previous evaluation. You may also have additional performance assessments during your contract as shipboard/shoreside supervisors visit the vessel.

Opportunities for Advancement

As a Video Technician, your next opportunity for advancement would be to Entertainment Technical Manager or Video Fleet Supervisor. Your assessments for advancement will be carried out by the Shipboard Entertainment Fleet Supervisors and Fleet Technical Managers in collaboration with the Entertainment Technical Manager and Cruise Director.

Two copies of this job description should be handed over to the technician upon sign-on: one for their reference & guidance, the other one to be signed and sent back to the office to be kept in her/his file.

Name: _____ Date: _____ Signature: _____