



Job Description
Technical Entertainment
Entertainment Technical Manager

Basic Job Description

The Entertainment Technical Manager manages the Entertainment Technology Department onboard a vessel within the Carnival Cruise Line fleet, providing leadership and guidance for the Entertainment Technicians and identifying the required areas of work; and is responsible for ensuring the performance of all duties.

Job Requirements

The Entertainment Technical Manager 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:

- Previous management or supervisor experience, preferably in an entertainment setting
- Theater and/or Broadcast background and experience, be familiar with industry terms, standards, rules, regulations and common practices
- Basic knowledge in PC hardware & software maintenance and repair
- Good troubleshooting skills with basic repair skills
- Be able to work under pressure, multitask and make quick judgment calls
- Comfortable working at heights up to 35ft (10.5m), be able to safely climb an A-frame ladder and properly operate a Genie lift
- Friendly, professional, self-motivated individual with a willingness to learn
- Excellent English verbal skills, able to understand and speak fluently
- 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
- 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 during certain job functions, side duties or related troubleshooting, with the intent to exceed our guests' expectations.

Job Responsibilities

- Providing leadership and guidance to onboard Entertainment Technical team in completing daily tasks
- Make and distribute weekly schedule for all members of the Entertainment Technical team
- Make sure he/she and his team follow all shipboard/Shoreside rules and regulations (including but not limited to HESS –MS, Safety Trainings/Drills, Carnival Look, Alcohol Policy, Hygiene Standards, etc)
- Schedule and oversee broadcast operation (ingestion, purging and daily scheduling of provided content)
- Oversee Interactive TV system operation (ingestion, purging and scheduling of movies, troubleshooting)
- Oversee show lounge operation and all technical standards of production to ensure the highest production values (rig checks, daily maintenance of lighting rigs, stage cleanliness, audio mix)



- Daily walks through of all secondary venues making sure proper functionality and usage of all Entertainment Technical equipment
- Manage, submit and update IssueTrak on a daily basis
- Several daily checks of all Entertainment Technical working and storage areas, ensuring they are clean, well maintained and up to the HESS-MS standard
- Ensure all Entertainment Technical team members follow HESS-MS policies/procedures (Proper usage of PPE, Pyro Manifest submitted in time, AWP pre-operation and weekly inspection, Chemical locker inventory etc)
- Attend all Hotel Operation and Entertainment Operation meetings scheduled by Hotel Director and Entertainment Director
- Work closely with Groups Coordinator and provide technical daily support for groups and functions
- Work closely with Entertainment Director, Cruise Director and Musical Director to schedule and oversee technical support for daily activities and band sessions
- Closely monitor daily e-mail communication between Tech on Call and Guest Services making sure cabin calls are done in a timely manner and resolution found for all in cabin TV/IATV issues
- Make sure he/she orders all needed items from a Central Storeroom in a timely manner (batteries, uniforms, office supply)
- Together with on board video tech/s provide technical support for all Digital Signage units around the vessel and coordinate with shore side Marketing Department content upload/update when needed
- Schedule and oversee daily Seaside Theater maintenance and oversee, monitor and help with ingestion, purging and proper scheduling of provided content
- Daily check of tech team FunTime Records and making sure it is in compliance with Time & Attendance Record keeping procedure
- Provide weekly Voyage Reports to Entertainment Fleet Technical Manager

Reporting Structure

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

- Entertainment Director
- Cruise Director
- Ship's Command
- Entertainment Fleet Technical Managers
- Shoreside Technical Entertainment Management Team
 - Manager of Technical Entertainment
 - Director of Technical Entertainment

Assessments

Your job knowledge and overall performance will first be evaluated by the Entertainment Fleet Technical Managers 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

Carnival Entertainment offers a comprehensive shipboard training program that is focused on developing our technicians for future career growth. As an Entertainment Technical Manager; your next opportunity for advancement would be to Entertainment Fleet Technical Manager. Your assessments for advancement will be carried out by the Entertainment Fleet Technical Managers, Manager of Technical Entertainment and the Director of Technical Entertainment.

Two copies of this job description should be handed over to the Entertainment Technical Manager 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: _____