

Lounge Technician

# Position Description

**Position Title:** Lounge Technician

**Position Code:** LNGE

The Lounge Technician (LNGE) is responsible for the safe operation, maintenance, repair, inspection and troubleshooting of all entertainment auxillary venues' sound and lighting systems. The below LNGE Job Description must be read together with the relevant ship and show specific SOP(s) and responsibility matrix.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's The Royal Way, SQM standards, USPH guidelines, environmental, and safety policies. Each shipboard employee may be required to perform all functions in various food and beverage service venues throughout the ship.

In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

Each shipboard employee may be required to perform all functions in various venues and throughout the ship.

### 1. Reporting Structure

- The LNGE reports directly to the Stage Production Manager(s).
- The LNGE reports to the Head Sound and Light Technician for his/her daily and weekly schedule.

### 2. General Duties

- Responsible for the safe operation, maintenance, repair, inspection and troubleshooting of all entertainment auxillary

venues' sound and lighting systems.

- Conducts daily shipboard rounds to ensure that, *inter alia*:
  - audio levels across the ship are at the approved levels; and
  - ambient lighting in the various auxillary entertainment spaces is set to the correct for the time of day.
- May, at times, be called to stand in for any of the entertainment venues' Sound or Light Technicians if the need arises.
- Participates in the set up and break down, assembly and disassembly of equipment for functions including, but not limited to, groups, charters, affinity, promotional, incentive, presentations, cruise staff events and activities and various theme night arrangements. This may take place onboard the ship, the pier or any private destination.

### 3. Maintenance, Repairs and Inventory

- Responsible for:
  - the maintenance of all auxillary entertainment venues, as well as all backline equipment used in these venues; and
  - completing AMOS Work Orders issued by the Stage Production Manager(s) and Head Sound and Light Technician.
- Conducts daily shipboard rounds to ensure that, *inter alia*:
  - all equipment racks receive the required HVAC airflow to maintain normal operating temperature;
  - there are no water leaks in any relevant technical rooms; and
  - all working spaces are clean and organized in a professional working manner.
- Communicates all shipboard audio and lighting maintenance needs with the Technical Director Entertainment, Stage Production Manager(s) and Head Sound and Light Technician.
- Creates and maintains a band setup book detailing the set up and technical rider of each band. This document is to be updated regularly and passed along to the Head Sound and Light Technician for archiving and future referencing.
- Must inform the Technical Director Entertainment, Stage Production Manager(s) or Head Sound and Light Technician of any required equipment for any installations, repairs, projects or equipment purchases.
- Must inform the Head Sound and Light Technician of any

updated maintenance logs in order for this to reflect on the Sound and Light Technician Work Progress Report

- Coordinates with Stage Production Manager and Head Sound and Light Technician to ensure that accurate and up-to-date records of all sound and light related equipment are kept. This includes, but is not limited to, inventory, maintenance, guarantee claimed items and any items landed for repair and expected to return to the ship.

#### 4. Coaching and Development

- Provides training, where applicable, to all Technical Stage Staff to strengthen their current performance and possible advancement to LNGE.

#### 5. Administrative Function

- Monitors the LNGE email account throughout each day, ensuring that all important emails are replied to. Where necessary, the Technical Director Entertainment, Stage Production Manager(s) and Head Sound and Light Technician must be included in such communication.

- Any direct communication with vendors and contractors must include the Technical Director Entertainment, Stage Production Manager(s) and the Head Sound and Light Technician.

- Ensures that any and all business related correspondence of whatsoever nature takes place only via company approved communication channels.

- Attends applicable entertainment related meetings as required.

- As new entertainment backline equipment is delivered to the ship, or previously landed equipment is repaired and returned, ensure that it is tested, inventoried and either installed or placed in storage.

- Ensures that a complete set of updated band layouts for each entertainment venue is readily accessible to the other Technicians and Technical Stage Staff.

- Ensures that regular backups are made of all show files; and that these are stored securely in more than one location. These must be made available to Technical Director Entertainment, Stage Production Manager(s) and Head Sound and Light Technician.

- All entertainment equipment racks must be properly labeled with information including, but not limited to, power supply, source and location information.

- The LNGE handover notes must be treated as a living document where information is consistently updated. This document must include sufficient, relevant and up-to-date photo and video documentation to allow for a smooth change-over with the incoming LNGE reliever; and must be shared with him/her prior to arriving onboard.
- Ensures that all passwords (administrative & entertainment technical) are stored securely and locally in more than one location. Cruise Director and/or the Technical Director Entertainment and Stage Production Manager(s) must have full access to these passwords at all times.
- Must understand and enforce all company policies and procedures.

*Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.*

## **QUALIFICATIONS**

- Completion of high school or basic education equivalency required.
- Bachelors or Associates in Technical Theater, Sound, Lights, A/V preferred.
- Background in stage, technical theatre and production (i.e. electrical, technical, light and sound preferred).

## **KNOWLEDGE AND SKILLS**

- Good working knowledge of mixing consoles (i.e. those manufactured by Mackie, Yamaha and DiGiCo). Should also be able to operate outboard gear such as graphic and parametric equalizers, gates, compressors, limiters, and effects units.
- Working knowledge of:
  - the operation of show lighting consoles and programs; and
  - “backline equipment” (i.e. guitar, keyboard and bass guitar amplifiers).
- Must be able to:

- physically set up and strike bands, and know proper microphone and stage monitor placement;
  - operate several types of recording and/or playback devices;
  - perform basic troubleshooting and basic routine maintenance on various types of audio gear including amplifiers, audio and lighting consoles, outboard audio gear, and be able to detect and replace blown speaker drivers; and
  - perform basic routine maintenance on conventional and intelligent lighting instruments.
- Ability to work independently and well with others. This is essential, as the LNGE will be working with several groups of musicians as well as groups of guests and many other crew members on a regular basis.
  - Well versed in various software applications applicable to entertainment technology.
  - Ability to analyze and evaluate the need for technical support.
  - Keep up-to-date with advancements in the entertainment industry.

## **PHYSICAL, VISION AND HEARING REQUIREMENTS**

- Physical: Must pass the company required medical evaluation.
- Vision: Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Hearing: Hear in the normal audio range with or without correction.

## **LANGUAGE REQUIREMENTS**

- Ability to speak English clearly, distinctly and cordially.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information to subordinates and colleagues.

*All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full*

*visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Therefore, the ability to lift and/or move up to 50 pounds is necessary.*

**Related Entries:**