



Standard Procedures Manual ©

Show & Multimedia Technologies VIDEO AND BROADCASTING TECHNICIAN

**POSITION
DESCRIPTION**
52505

Prepared by	Approved by	Reviewed by	Authorized by	For use on	Original File	Revision No	Page
Video & Broadcasting Engineer & S&MT Coordinator	S&MT Director	Video & Broadcasting Engineer & S&MT Coordinator	President & MD, CM UK	Fleetwide	03/03/2021	2 12/08//2021	1

Department	Show & Multimedia Technologies
Main Function	The Video & Broadcasting Technician is responsible to target and acquire satellite reception for the purpose of broadcast television. He/she shall be able to ingest and schedule digital media for playback on internal broadcasting television system. Set up and/or operate audio/video equipment including video screens, projectors, video monitors, recording equipment, connecting and terminating cables and related electronic equipment for special events including presentations and meetings where required. Perform basic troubleshooting and routine maintenance of the audio/video equipment as well as in-cabin television troubleshooting.
Reports to	<ul style="list-style-type: none"> SMMT Head Technician Ship's Command Video & Broadcasting Fleet Supervisors Shoreside Management Team SMMT Operation Manager SMMT Director
REQUIREMENTS	
<i>Experience</i>	<p><u>Experienced in Video Production or equivalent work experience.</u></p> <ul style="list-style-type: none"> Experience with Broadcast head-end distribution RF & IP, TVRO Satellite Antennas, Interactive TV Systems, Digital Media and Digital Signage preferred. Good knowledge in PC hardware & software maintenance and repairs. Friendly, professional, self-motivated individual with a willingness to learn and progress. Comfortable working at heights up to 35ft (10.5m), be able to safely climb an A-frame ladder. Good English verbal skills, able to understand and speak in tough environments (over communication headsets, in noisy areas, different accents, etc), Italian or other languages a plus and in some cases may be required. 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 (<i>to be determined by physician</i>) Ability to lift/move up to 50 pounds (23kg) Required to work up to 10hrs per 24hr period, 7 days a week. Required to work on a per contract basis, 5 – 7 months each with up to 2 months of non-paid leave in between contracts. Able to provide forward facing guest interaction, side duties and certain job-related troubleshooting, with the intent to exceed guest expectations.
<i>Hours</i>	Required to work up to 10hrs per 24hr period, 7 days a week within normal hours ending 7pm. Out of hours cabin service calls should only happen if part of a tech on duty rotation or in case of emergency (i.e. smoke present out of TV in stateroom) only escorted by security personnel or housekeeping management on duty. Any other out of hour requests should be logged and addressed the following day.

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RESPONSIBILITIES

- Video Production
- Satellite TV Reception
- Interactive TV hardware and software support
- Support for live video production
- Technical services for special events:
- Provide support for malfunctioning hardware
- Video Walls

If an event is video related or includes video, then a video technician should be available in the venue while the event is taking place if required by events team. Department urgent duties or emergencies will take priority.

NOTE: ON EVERY VESSEL WHERE MULTIMEDIA DEPARTMENT IS PRESENT, YOUR VIDEO PRODUCTION AND CONTENT SCHEDULING DUTIES WILL END, YOUR ROLE BEING FOR MONITORING, MAINTENANCE, TROUBLESHOOTING AND SUPPORT FOR ALL DISCIPLINE RELATED EQUIPMENT ONBOARD.

Perform maintenance and routine cleaning of audio and video equipment including:

- All Lockers and working areas, Related equipment for the Interactive TV, Satellite TV, Digital Signage, Large in-venue LED Walls, Screens, Projectors etc.
- Report issues detailing any new or outstanding problem pertaining to the ship's satellite antennas, video broadcast, interactive or digital signage systems.
- Be part of the "Tech On Duty" rotation where applied providing both guests and crew with technology related assistance:
- Set up and strike audio/video equipment for group functions and meetings in various venues throughout the ship as indicated by the Events department.
- Set up and strike audio/video equipment for crew activities in various crew or guest areas, as indicated by the ships command. Department urgent duties will take priority.
- Always carry the mobile phone and be reachable for assistance and basic troubleshooting regardless of being at sea or in port (be present on board while docked if on duty).
- Attend any safety, hospitality or job-related training as required and scheduled by the ship's command or immediate supervisors.
- Perform All and any work-related duty or task as indicated on the weekly work schedule or requested by the Sr. Video & Broadcasting Technician via email, phone or verbally.
- Assist the Sr. Video & Broadcasting Technician with providing relevant information for compiling the weekly technical status report or perform the task yourself if a Sr broadcast tech is not present onboard.

Governing status:
refer to SOP 11.06.10 Crew Privileges.

Revision Outline:
Version No. 02: Requirements, Experience, Hours & Responsibilities

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