

# CITY THEATRICAL

NEW YORK • LONDON  
An Environmental Lights Company

## Job Description

Posted: February 4, 2025

**Title: Technical Support Specialist, Theatre Lighting**  
**Reports to: Head of Engineering**

**Department: Engineering**

City Theatrical has been inventing and manufacturing award-winning, industry-leading products and technology for over 39 years. Even if you have never heard of City Theatrical, chances are you have seen our industry-trusted products brought to life in productions, such as:

**Broadway:** *MJ The Musical, Moulin Rouge! The Musical, Hamilton, The Phantom of the Opera, The Lion King*, among [many others](#).

**Tours:** [Madonna's Celebration Tour](#) and MDNA Tour, Carrie Underwood's [Denim & Rhinestones Tour](#), America's Got Talent (AGT), U2's 360 Tour, Taylor Swift's Red Tour, and more.

**Broadcast Television studios:** [CBS Studio](#) for *Evening News with Norah O'Donnell*, [ESPN Studio Y](#) for *SportsCenter*, NBC's *The Tonight Show, Saturday Night Live*, and *Late Night with Seth Meyers*, MSNBC News, Fox News, NBC Sports, and more.

**TV and Film Industry Projects:** [The Unicorn](#), Netflix Film [End of the Road](#), [Stranger Things](#) Season 4, *The Gilded Age, The Marvelous Mrs. Maisel*, and more.

City Theatrical's dedication to being the best in the industry exemplifies the company's culture and motto: We invent, manufacture, and customize unique lighting accessories and technology.

**Outlook:** Seeking a full-time Technical Support Specialist to assist successful theatre lighting company with installations and other technical support.

### **Representative Responsibilities:**

- On-site installations of City Theatrical products (traveling involved)
- Troubleshooting problems over the phone
- Addressing customer/employee queries
- Some repairs and general assembly of technical parts
- Internal & external troubleshooting
- Logging technical support issues in SYSPRO

### **Knowledge, Skills and Abilities:**

- Must be familiar with City Theatrical products/entertainment lighting (training will be provided)

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- Ability to work well with others, including clients, vendors, electricians, and other technical entertainment personnel
- Technical understanding and computer skills (knowledge of SYSPRO & CRM software is a plus)
- Familiar with entertainment technology protocols
- Must be comfortable with internal troubleshooting as well as external

**Education and Experience:**

- Equivalent professional experience
- Experience as Master Electrician
- BFA in Theatre Technology

**Compensation Includes: Competitive Salary, Profit Sharing, 401K, Health Benefits, Dental Insurance, Paid Time Off, Vision Insurance.**

To apply, send your cover letter and resume to: [info@citytheatrical.com](mailto:info@citytheatrical.com)

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Connect with City Theatrical!



<https://www.citytheatrical.com>