



IT Technician					
Issue date:	Revision:	Revision date:	Owner : Christian Witzke	Approved By: Tino Hensel	Page 1 of 3

Job Profile	Job Title	IT Technician
	Rank	Rating
	Department	Electro-Technical
	Superior	IT Officer; IT Administrator
	Subordinates	N/A
	Aim	<ul style="list-style-type: none"> to safeguard reliable operation of IT client systems. Main Duties is the 1st Level Support. Reporting of Services and daily Duties assigned to him by IT Officer or IT Administrator.
	Educational Requirements (incl. License requirements)	<ul style="list-style-type: none"> Finished apprenticeship in the area of IT (minimum requirement "Fachinformatiker" according German definition for EU-crew) or similar qualification and a bachelor in computer science for non-EU crew
	Professional Experience	<ul style="list-style-type: none"> Experience and knowledge of actual operating systems (Microsoft Windows), MS Office Products, IP based networks and network components Basic knowledge how to maintain or repair Office Equipment IT-Technical English language skills
	Professional Skills	<ul style="list-style-type: none"> Good English knowledge and IT Language Skills Understanding of IT Systems and nearby IT Systems Knowledge in repair of IT Equipment Knowledge in Supporting of User Helpdesk Tasks
	Certification	<ul style="list-style-type: none"> According to "Mandatory Certification and Training Matrix"

Competencies		not relevant	less relevant	relevant	strongly relevant
Entrepreneurial Spirit & result orientation	Cross-functional work		X		
	Economical thinking & acting		X		
	Result orientation and decision making		x		
Leading & developing people	Goal-oriented leadership		X		
	Employee development		X		
Service & Quality	Being representative of the brand (role model)		X		
	Impact on service quality and guest satisfaction			x	
Personal	Cooperation & openness to change			x	
	Innovation-minded		X		
	Ability to work under pressure		X		
Health, Environmental, Safety & Security	Environmental awareness		X		
	Safety/Security awareness & sustainability		X		
Professional	Job Related skills			X	
	Ship Safety Management		X		
	Computer skills			X	

IT Technician					
Issue date:	Revision:	Revision date:	Owner : Christian Witzke	Approved By: Tino Hensel	Page 2 of 3

Language Skills		0	1	2	3	4	5
		n/a	(A1 - A2)	B1	B2	C1	C2
	English			x			
	German						
	Italian						

According to Common European Framework of References for Languages

5	C2	Can understand with ease everything heard or read. Can express very fluently and precisely differentiating shades of meanings.
4	C1	Can understand a wide range of demanding, longer texts and recognize implicit meaning. Can express fluently and spontaneously.
3	B2	Can understand the main ideas of complex text. Can interact with a degree of fluency and spontaneity with native speakers.
2	B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, leisure, etc.
1	A1 A2	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can communicate in a simple and direct exchange of information.

Main Tasks & Responsibilities	<p>Duties include (but are not limited to):</p> <ol style="list-style-type: none"> 1. The IT Technician is Responsible for the safe, reliable operation and maintenance of Hotel IT Systems assigned, including Infrastructure, Soft- and Hardware maintenance. Cooperate on daily operational issues and closely communicates with the IT Officer or IT Administrator. Cooperates with other Departments if advised. Reports to IT Officer or IT Administrator for assigned work activities. 2. Responsible for troubleshooting, maintenance and occasional repairs of assigned IT Systems and Equipment, including IT Office Equipment. Working on order of the IT Officer or IT Administrator of IT equipment and systems on the vessel. All Changes to the infrastructure must be coordinated with the responsible department. All Issues to track by a Ticket or Incident System Obligation to follow advises and guidelines of the AIDA IT-Fleet-Operation and or the Manager of IT Services from AIDA shore side IT Department, in accordance with the vessels operational requirements and legal limitations. Grant the compliance with IT specific corporate policies, to allow and support the functional lead of the shore IT department for the management and operation of the entire corporate IT infrastructure. Bridge/Engine/ Safety&Security systems or Blackbox IT based systems that are not maintained by AIDA are excluded or under limited Support. 3. Assigned Work Tasks to him: <ol style="list-style-type: none"> a. to inspect, maintain, administrate and repair all IT server and client systems including the network, infrastructure and electronic office equipment with the main effort for: b. Server & Service availability c. Office Computer based Systems including accessories as printers, scanners and others d. POS Devices, Check-in Infrastructure e. Network and IT Infrastructure Components(LAN, WLAN, Check-in WLAN) f. VoIP or Smartphone infrastructure and clients g. Public Devices (Digital Signage Devices, OBR Terminals, IoT Devices, 3rd Part Devices and others)
--	--

- h. Enterprise Printing Systems, including small Services, Cleaning & Spare part procurement
 - i. to inspect regular the equipment and administration of IT hardware and software
 - j. to maintain and administrate routine work such as hardware replacement, spare part order, 1st and 2nd level support for users on board
 - k. to support implementation of IT projects in the AIDA fleet
 - l. to conduct Failure analyses and trouble shooting in collaboration with the shore IT department and external service providers
 - m. to administrate, manage and replicate verification of the planned maintenance and purchase system
 - n. to proof and manage availability of IT infrastructure via Service Monitoring Systems
 - o. to proof and manage the availability and safeguard the IT Security of IT Systems
4. Accountable for stock levels of spare parts and materials in storerooms and availability of strategic & critical spare parts managed by himself. Check stock inventor.
5. The IT Technician is obliged to follow advises and guidelines of the IT Officer, IT-Fleet-Operation and the Manager of IT Services from shore side IT department, in accordance with the vessels operational and international requirements and limitations by law, to grant the compliance with IT specific corporate policies. In addition, to allow and support the functional lead of the shore IT department for the management and operation of the entire corporate IT infrastructure.