



JOB DESCRIPTION
Information Technology Officer

THE IT OFFICER IS PRIMARILY RESPONSIBLE FOR PROVIDING TECHNOLOGY AND ELECTRONIC SUPPORT FOR THE VESSEL ALONG WITH ASSISTING GUESTS WITH TECHNOLOGY RELATED ISSUES. THE IT OFFICER IS RESPONSIBLE FOR MAINTAINING THE SHIP'S NETWORK AND SOFTWARE AND COMMUNICATIONS AND IS THE KEY LIAISON BETWEEN SHIPBOARD PERSONNEL AND THE LEX IT DEPARTMENT.

SPECIFICATION: -AGE: 25 - 55 MALE OR FEMALE
 -2 YEAR COLLEGE DEGREE OR EQUIVALENT TECHNICAL CERTIFICATIONS
 -MUST HAVE KNOWLEDGE OF MICROSOFT WINDOWS OPERATING SYSTEMS (WINDOWS 7/10 & SERVER 2008/2016), BASIC NETWORKING KNOWLEDGE WITH SWITCHES AND SIMPLE ROUTERS
 -MUST BE ABLE TO WORK INDEPENDENTLY AS WELL A STRONG ABILITY TO WORK WITH OTHERS IN A TEAM ENVIRONMENT IN A MULTI-DEPARTMENTAL ROLE, ASSISTING DECK, ENGINE, HOTEL AND STAFF DEPARTMENTS
 -EXCELLENT CUSTOMER SERVICE SKILLS; PROFESSIONAL Demeanor, ABILITY TO USE NECESSARY LEVELS OF TACT, DISCRETION AND COURTESY
 -ABILITY TO TROUBLESHOOT, ACT QUICKLY WITH CONFIDENCE, AND MAKE SOUND DECISIONS WHILE EXERCISING GOOD JUDGMENT
 -EXCELLENT VERBAL AND WRITTEN ENGLISH LANGUAGE SKILLS.
 -DETAIL ORIENTED AND THOROUGH; ABLE TO FOLLOW THROUGH ON ASSIGNED TASKS, PROACTIVE AND SELF-DIRECTED
 -PREVIOUS MODERN CRUISESHIP EXPERIENCE PREFERRED

REPORTS TO: CAPTAIN AND FLEET IT MANAGER

UNIFORM: ACCORDING TO OFFICER'S UNIFORMS REGULATION

TIME SCHEDULE NORMAL TIME:

08:00 - 12:00

14:00 - 18:00

19:00 - 21:00

SUBJECT TO CHANGE AS PER PASSENGER REQUIREMENTS

DUTIES: -RESPONSIBLE FOR ALL IT AND ELECTRONIC EQUIPMENT, INCLUDING SATELLITE, SERVERS, WORKSTATIONS, ALL COMMUNICATION EQUIPMENT AND TV'S
 -RESPOND TO CABIN REQUESTS FOR TECHNOLOGY ASSISTANCE AND ASSIST GUESTS IN USING INTERNET AND PHONE CARDS
 -SERVICE ALL GUEST AND CREW TECHNOLOGY NEEDS IN TIMELY AND PROFESSIONAL MANNER
 -PROVISION ALL IT EQUIPMENT, CONSUMABLES AND INTERNET ACCOUNTS
 -ASSIST ELECTRICIANS WITH MAINTAINING ANY PCS CONNECTED TO BRIDGE EQUIPMENT
 -PROVIDE FIRST LEVEL SUPPORT AND TECHNICAL SOLUTIONS FOR SHIP'S INTERNAL SYSTEMS AND APPLICATIONS
 -PERFORM EMERGENCY DUTIES (INCLUDES WORKING AFTER HOURS)
 -BRIEF PUBLIC SPEAKING REGARDING TECHNOLOGY RESOURCES DURING WELCOME ABOARD COCKTAILS
 -RESPONSIBLE FOR WRITING TECHNOLOGY VOYAGE REPORT AFTER EVERY VOYAGE
 -ACT AS PRIMARY LIAISON BETWEEN SHIP AND IT DEPARTMENT FOR ALL TECHNOLOGY MATTERS
 -ASSIST WITH IDENTIFYING TRENDS, GUEST'S NEEDS, AND OPPORTUNITIES FOR IMPROVEMENT IN SHIPBOARD TECHNOLOGY
 -DOCUMENT SHIPBOARD PROBLEMS, RESOLUTIONS, AND NEW SOLUTIONS FOR FUTURE KNOWLEDGE-BASE REFERENCE
 -PROJECT MANAGEMENT AS DIRECTED BY FLEET IT MANAGER AND CAPTAIN