



Infinity Brazil

IT SUPPORT SPECIALIST

Position Summary:

The position of IT Support Specialist assists in the IT operations onboard the vessel supporting all Hotel related computer equipment, with a particular focus on, but not limited to, technology and equipment in Guest Staterooms.

Principal Duties and Responsibilities:

Assembles and configures basic network components.

Performs basic troubleshooting to isolate and diagnose common problems, including, but not limited to, in-stateroom equipment for In-Stateroom Entertainment (ISE, including Interactive TV) and telephone problems (IT-Managed PBX).

Image in-stateroom equipment for ISE/ITV.

Ensures proper installation and provides first-level support for all IT-supported PC's and peripherals including ShipNet workstations, Internet café workstations (Mac or PC), and devices supporting ISE/ITV and Digital Signage.

Installs, set up and/or replace telephones. (On ships with an IT-Managed PBX)

Set up, monitor, and break down embarkation check-in equipment and operations.

Responsible for logging all time and work as well as reviewing incident tickets in the onboard incident management system and monitor respective technician's queue.

Provides after-hours support for any IT-related issue.

Experience

Two to three years experience in computer maintenance. In hospitality environments.

Advanced to fluent level of English verbal and writing skills, including the proper use of English grammar is required.

Ability to apply customer service skills when interacting with guests and coworkers.

Preferred

Technical or Graduation Course in IT.

Appropriate vocational/technical training and/or experience may substitute at an equivalent rate for the required degree.

*this job description is to be considered as a general reference of duties and responsibilities for the position as it might change according to ship and cruise line.

Effective: Jan/2020