

(manual section is applicable for above companies)

**HUMAN RESOURCES**  
**Chapter 8 - .16 IT**

**Revision 149 : January/12/2019**

**8.16.12 IT Support Specialist**

**Position Title:** **IT Support Specialist**  
**Reports To:** **IT Manager**  
**Assistant IT Manager (via dotted line)**  
**Direct Reports:** N/A  
**Creation Date:** **12/16/2009**  
**Revision Date:** **10/15/2013**

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**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.

*Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.*

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**Qualifications:**

- Minimum of six months experience in a technical user-assistance role such as a helpdesk.
  - CompTIA's A+ and/or N+ Certification preferred.
  - Working knowledge of computer hardware and software, with a focus on operating systems (Windows, Mac OS, and Linux) and business application suites.
  - Ability to conduct basic network troubleshooting (in particular; LAN's), including knowledge of standard network cabling.
  - Associate's Degree in Computer Science or related field from an accredited university or the international equivalent, or equivalent related experience.
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**Competency:**

**Job Skills/Results:**

**Key Performance Indicators (KPI's):**

- KPI's assigned to position/department.

### **Operational Effectiveness:**

- 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.

### **PEOPLE SKILLS:**

#### **Interpersonal Effectiveness:**

- Stays "above the line" and accepts ownership for achieving results in all areas of accountability including SGI, ratings, revenue, Workplace Safety.
- Resolves conflict with fact-based communication.
- Fosters team unity and inspires commitment to Royal Caribbean International.
- Collaborates well and works up, down and across the organization.

#### **The Royal Way:**

- Knows our brand standards and is accountable for executing against them at all times.
- Guest and crew facing communication are professional, on brand and visually appealing.
- Is a role model for others and serves as a positive ambassador of Royal Caribbean International.
- Exhibits professional presence, positive energy and passion in all situations.
- Brings out the best in others through authenticity, care and humility.

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#### **Physical & Language Requirements:**

- *While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.*
- *All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.*

*All shipboard employees must be able to communicate in the English language in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.*

#### **Related Entries:**

#### **Related Chapters:**

**END OF SECTION**