RoyalCaribbean®
INTERNATIONAL

RCL (UK) LTD.

(manual section is applicable for above companies)

HUMAN RESOURCES	**Revision** 58 : September/23/2010
Chapter 8 - .16 IT	
	8.16.07 IT Infrastructure Specialist (OA only)

Position Title: **IT Infrastructure Specialist**

POSITION SUMMARY

Assists in the IT Operations onboard the vessel supporting all Hotel related computer equipment, with a particular focus on, but not limited to, Guest Stateroom telephone and interactive television equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor standards, SQM standards, USPH guidelines, environmental, and safety policies.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Royal Caribbean International's philosophy of Anchored in Excellence, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

2. Works closely with the Marketing & Revenue Manager to ensure that training classes at the Internet Café are adequately supported for all guests' needs.

3. Provides support for all internet cafe in-stateroom certified applications. Answers, evaluates, and prioritizes requests for assistance from users experiencing problems with Internet Cafe in-stateroom hardware, software, networking, and other computer-related technologies. Interviews user to collect information about the problem and performs diagnostic procedures to determine the source of error.

4. Determines whether internet cafe in-stateroom problem is caused by hardware such as modem, printer, cables, etc. Handles problem recognition, research, isolation, resolution and follows-up for routine user problems through the established Help Desk procedure via the GWI Help Desk software. In case of escalation, problem ticket should be routed to the IT supervisor. Logs and tracks issues using problem management database, and

maintains history records and related problem documentation. Prepares standard statistical reports, such as help desk incident reports. Analyzes and evaluates incident reports and makes recommendations to reduce help line incident rate. Installs personal computers, software, and peripheral equipment.

5. Assembles and configures basic network components and associated services. Sets up and maintains basic network operations, including assembly of network hardware. Performs basic network troubleshooting to isolate and diagnose common network problems. Upgrades basic network hardware and software components as required. Installs, upgrades and configures network printing, directory structures, rights, security, software and files services. Provides users with network technical support. Responds to needs and questions of users concerning their access of network resources. Installs and tests necessary software and hardware. Performs scheduled maintenance as required.

6. Installs, upgrades and configures internet cafe in-stateroom printing, provides users with network technical support. Responds to needs and questions of users concerning their access of network resources. Installs and tests necessary software and hardware.

7. Performs scheduled and preventative maintenance on all hardware and software as required, with a primary focus on maintaining the Internet Café in-stateroom equipment.

8. Ensures all Internet Café in-stateroom hardware is re-imaged and updated with the latest anti-virus applications when it is required.

9. Ensures all PC's have software installed as per Shipboard Operations database (SBO).

10. Notifies the IT supervisor about any hardware or software issues that can not be resolved onboard.

11. Runs and prepares required reports and metrics from a variety of systems, as requested.

12. Participates in the computer set-up and breakdown for embarkation processing.

13. Attends meetings, training activities, courses and all other work-related activities as required.

14. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:
- Bachelor's degree in computer science, or related field from an accredited college or
- university or the international equivalent preferred.
- Obtain certification through CompTIA's A+ (validates the latest skills needed by today's
- computer professionals) & Network+ (validates the knowledge and skills of network professionals).

- Ability to conduct basic LAN and/or WAN troubleshooting diagnostics.
- Knowledge of principles and processes for providing customer and personal service including needs assessment, problem resolution and achievement of quality service standards.
- Ability to work positively and cooperatively in a diverse team environment to meet overall established time frames for the entire IT operation.
- Minimum six months experience in a user contact network help desk position along with desktop support experience in a Windows environment is preferred.
- Ability to communicate politely to other co-workers, management, and guests to resolve problems and negotiate resolutions.
- Ability to operate basic office equipment, including telephones, computers and copy machines.
- Working knowledge of computers, internet access, and the ability to navigate within a variety of software packages such as word processing, spreadsheets, and presentations.

Internal Candidate Requirements:
In addition to the stated hiring requirements, internal candidates are required to fulfill the following:
- Complete at least one (1) contract in candidate's current position with a Meets Expectations (or above) shipboard evaluation.
- Successfully passing an IT technical assessment at the direction of the IT Infrastructure and Operations Manager / Network Infrastructure Manager (Based on sample questions provided by Shoreside IT).

Language Requirements:
- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English 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.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:
- While performing the duties of this job, the shipboard 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/frequently/continually 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.

Related Entries:

END OF SECTION