

**MAINE MARITIME ACADEMY
POSITION DESCRIPTION
STAFF POSITION**

Cruise Technology Coordinator, *Summer Training Cruise*

POSITION OVERVIEW

This temporary staff position is responsible for technical support of IT systems on the Training Ship State of Maine (TSSOM). This includes network connectivity, email support, user support and all aspects of Helpdesk duties. This position supervises IT student technicians. This position reports to the Network Manager.

DUTIES

- Solely responsible for all duties associated with providing technical support services to the TSSOM.
- Troubleshoots computer hardware and software and associated peripherals as needed and required.
- Support of IOP network hardware, software and connectivity technology as needed and required.
- Support and troubleshoot network hardware as needed and required.
- Perform administrative tasks for email and other ship servers and systems.
- Maintain ship software systems and servers.
- Supervise Helpdesk functions.
- Supervise Student technicians, utilizing student technicians within budgetary confines.
- On-call 24/7 while at sea. Must maintain office hours while in port and remain with the ship while in a pay status.

QUALIFICATIONS/SKILLS

- Relevant Bachelor's Degree preferred and/or or one to three years related experience; or equivalent combination of education and experience.
- Strong database skills, adobe designer/interface, social media experience including Word, Excel, programming.
- Criminal background clearance required.
- Positive mental attitude.
- Ability to work both independently and with a team.
- Ability to work with people in a closed, intense environment.
- Merchant Mariner Credential (MMC).
- Transportation Worker Identification Card (TWIC).
- Valid US Passport.

PHYSICAL REQUIREMENTS

- This position requires physical dexterity/exertion during the voyage of the Training Cruise.
- The ship may encounter foul weather and seas.
- The ship environment is very close quarters, narrow passageways, ladders and elevated hatches.
- Exposure to extremes in weather onboard ship, including rain, sleet, snow, rough seas.
- Regularly sit, walk through narrow passages, climb ladders.
- Use hands to manipulate objects, tools or controls.
- Reach with arms and hands.
- Lift and move up to 30 pounds.
- Work in areas of high noise levels.

Tobacco-Free Notice

For the health and wellbeing of our community, the Maine Maritime Academy campus and vessels (ashore and afloat) are smoke- and tobacco-free as of August 1, 2016.