MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

Cruise Technology Support Technician

POSITION OVERVIEW

As a member of the IT staff, reporting to the Network Manager and User Support Manager, this individual provides technology support for the annual training cruise, shore side support to the TSSOM and other Academy vessels while in Castine, and day to day Helpdesk support of end users. This individual shall sail with the training ship every year for the entire duration of the cruise. This is a 12-month, staff union position with benefits.

DUTIES

- Responsible for all duties associated with providing technical support services to the ship during the annual cruise.
- Troubleshoots computer hardware, software, and associated peripherals on all training vessels and on campus.
- Responsible for connecting and disconnecting communication cables when dockside.
- Responsible for various vessel satellite and communication systems.
- Supports network hardware, software, and connectivity technology on the training vessel.
- Performs administrative tasks for email and other ship servers and systems during the annual cruise.
- Trains and supervises cruise helpdesk student workers.
- Support the ship's telephone systems during annual cruise.
- Assist with various cruise related data systems as applicable.
- Run various communication cable as needed.
- Participate in the annual training cruise.
- Provides first tier technology support as a member of the MMA HelpDesk staff when not supporting the annual cruise.
- Provides first tier technology support for audio visual equipment on the ship and campus.
- Creates accounts, deploys hardware and software to end users on the ship and campus.
- Other related duties as assigned.

This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.

SKILLS / EXPERIENCE

- Strong networking and troubleshooting skills, Active Directory, SQL, VMWare and Windows server experience are preferred.
- Knowledge of satellite communications systems a plus.
- Experience in a secondary or higher education setting preferred.
- Ability to work with a minimum of supervision and with a positive attitude.
- Must be able to communicate effectively in both written and verbal form.
- Must establish and maintain effective and professional working relationships.
- Excellent customer service skills, and the ability to work well with both internal (Academy) customers as well as external entities.
- Knowledgeable with industry standards and best practices for end user hardware and software.
- Ability to work with customers who have varying degrees of technical expertise.
- Exceptional troubleshooting ability required to solve non-routine, complex problems as they arise.
- Computer hardware and software skills are required.
- Ability to troubleshoot and repair hardware and software.
- Critical thinking skills.

REQUIREMENTS

- High School Diploma or GED required.
- Relevant Bachelor's Degree preferred and/or equivalent related experience; or equivalent combination of education and experience.
- Minimum Two (2) years of experience supporting technology end users required.
- Must have or be able to obtain a Merchant Mariner Credential (MMC).
- Must have or be able to obtain a Transportation Worker Identification Credential, (TWIC).
- Must have or be able to obtain a valid U.S. Passport.
- Pre-employment drug test required or proof that a successful drug test has been administered within six months prior to hire.
- A+ Certification or ability to attain it within 6 months of hire is required.
- Ability to document technical systems is required.
- Strong written and oral communications skills are required.
- Strong organizational skills and ability to multi-task are required.

SPECIAL CONDITIONS

- Must participate in USCG drug testing program.
- Tobacco-free employer.
- Criminal background check required.

PHYSICAL REQUIREMENTS

- Regularly sit, stand, walk through narrow passages, ascend and descend ladders and stairs.
- Tolerate exposure to extreme weather conditions including rain, snow, sleet, and high winds and extremes of temperatures.
- Use hands to manipulate objects, tools or controls.
- Reach and work overhead with arms and hands.
- Lift at least a 40 pound load off the ground, and to carry, push or pull the same load.
- Open and close water tight doors of 55 pounds or more.
- Work in areas of high noise and/or low light.
- Work aloft at heights above 6 ft.
- Work in confined spaces.

SPECIAL CONDITIONS
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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.

Maine Maritime Academy Position Factor Evaluation

Job Title: Cruise Technology Support   Job Code: _____

Wage Grade: 17   Total Points: 418

	Factor	Degree	Points
1	Knowledge and Skill	5	180
2	Effort		
	I. Mental and Visual Effort	5	40
	II. Physical Effort	3	30
3	Responsibility for Cost Control	5	40
4	Responsibility for Others		
	I. Injury to Others	2	16
	II. Supervisory Responsibility	3	24
	III. Sensitive Information and Records	3	24
5	Working Conditions	4	40
6	Responsibility for External and Internal Relations	3	24

Date of last reclassification review   10/2019