



Standard Procedures Manual ©

# ENTERTAINMENT SMART SHIP TECHNICIAN

**POSITION  
DESCRIPTION**  
**50935**

Prepared by Hotel Operations	Approved by Product Development	Reviewed by Crew Director, CM UK	Authorized by President & MD, CM UK	For use on MR Class Ships	Original File May 2, 2017	Revision No Mar 26, 2019	Page 1 of 2
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<b>TITLE</b>	<b>SMART SHIP TECHNICIAN</b>
<b>Rank</b>	2 <sup>nd</sup> Purser
<b>Department</b>	Hotel
<b>Main Function</b>	The Smart Ship Technician assists with planning and publishing a variety of digital messages on numerous display platforms.
<b>Reports to</b>	Multimedia Manager on board.
<b>POSITION BASICS</b>	The Smart Ships Technician is responsible for assisting the Multimedia Manager in performing all on-board operations for staging, publishing, and maintenance of all guest facing display content.
<b>REQUIREMENTS</b>	
<i>Certification &amp; VISA</i>	BST, STCW 95 and all other certification in force at the time of your contract Visas and entry documentation for countries and regions in which the ship will operate
<i>Health</i>	Validated current documentation certifying the health and fitness of the applicant meets fundamental requirements of seagoing personnel on basis of assigned office and verifying all sanitary precautions have been taken against diseases that may be endemic to the cruising area.
<i>Safety &amp; Discipline</i>	<i>The applicant is required to:</i> Know, understand, and implement the Mission Statement of the Company. Read, understand and comply with the Crew regulations and all requirements relating to the position. Take part as required in all emergency drills and emergency duties. Wear the prescribed uniform and name badge.
<i>Language</i>	Ability to read and write English fluently (C1) Preferred: ability to speak additional languages such as Italian, Spanish, French, or German.
<i>Experience</i>	Preferred: Prior onboard operational experience, 2+ years of experience in similar role Previous experience operating a networked multi-device platform (digital signage, mobile, TV) Understanding of basic IT, preferred skills set includes: scripting, PC administration, networking
<i>Educational preference</i>	Associate's or Bachelor's degree in Computer Science or Information Systems/IT
<i>Abilities &amp; qualifications</i>	<ul style="list-style-type: none"> <li>• Proven problem solving skills</li> <li>• Ability to multitask</li> <li>• Efficiently respond to technical questions, requests, and issues; effectively collaborate with appropriate resources to solve problems and ensure resolution in a timely manner</li> <li>• Excellent attention to detail</li> <li>• Knowledge of computer networking and general IT literacy with a general understanding of Local Area Networks, and IT systems and architecture</li> <li>• Able to assimilate research data from a variety of sources, analyze, and recommend appropriate courses of action to take</li> <li>• Provide a high level of support for company presentation materials that reinforce corporate objective and strategies</li> </ul>

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**RESPONSIBILITIES**

**Assist with weekly/daily staging, scheduling, and publishing**

- Responsible for adopting and managing existing publishing workflows of either real-time or prescheduled content to all platforms (Passive and Interactive Digital Signage, Mobile Devices, In-Room TV, Large Display and Experiential Technology, In-Room Smart Speaker)
- Manage Escalations: Urgent updates time sensitive modifications, changing conditions, safety updates, "Daily Program" updates

**Troubleshooting/Quality Assurance**

- Acts as last mile of quality control and validation for all guest facing technology
- Responsible for troubleshooting and assisting other team members to provide fast resolution for all escalations of any incorrect content or outages or other issues
- Conduct quality assurance of all copy, images, and video assets

**General Daily Tasks**

- Support Multimedia Manager and assist with technical troubleshooting
- Support Multimedia Manager with schedule and management of content for smart ship digital sign network and mobile application
- Maintain library of content for all technology systems and platforms
- Assign privileges to designated users
- Train designated users on system
- Support fast moving content team with day-to day tasks and project-based work
- Troubleshoot all problems on any given systems or platforms
- Work with user groups to order replacement players or screens
- Work with IT department on system network maintenance
- Work with IT department to maintain database of all signs, locations, IP addresses, date of install, error logs, maintenance issues
- Assist Multimedia Manager in updating and replacing old and expired content as needed
- Performs the maintenance and substitution of all Zoe VPCA speakers and monitor the speakers and server dashboard status
- Open/Manage issues on IssuTrax for problems related to Zoe VPCA speakers
- Take place in the Promo Table management for MSCforMe cooperating with IT team

**Governing Status**

Refer to SOP 06.11.00 Crew Privileges

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