

## WATER-BASED TOURISM

### JOB TITLE

# IT Systems Manager in Cruise Ships

### JOB DESCRIPTION

An IT systems manager ensures smooth and accurate administration of the shipboard computer hardware and software, provides first level technical support and maintains the IT performance in accordance with company policies. They ensure optimum system integrity, cyber security, backup and performance.

### KNOWLEDGE AREAS

- ICT infrastructure
- ICT system programming
- Hardware components
- Operating systems
- Organisational policies
- ICT quality assurance methodologies

### SOFT SKILLS

- Interpersonal skills
- People management
- Ability to adapt to different situations, environments and people
- Compliance with norms/ integrity
- Ability to receive multiple inputs
- Exercising control
- Problem solving
- Supervision & reliability
- Analytical thinking
- Strategic thinking
- Precision to detail
- Ability to function under conditions of stress

### HARD SKILLS

- User experience
- Administer and manage ICT system as well as monitor system performance
- Implement ICT recovery system
- Implement ICT safety policies
- Execute ICT audits
- Develop audit plan
- Analyse ICT system
- Identify ICT security risks
- Monitor technology trends
- Manage IT security compliances
- Develop ICT workflow

### COMMENTS

The ESCO portal serves as the main reference point for filling in the current table. However, additional research findings might have been incorporated to ensure that the provided input aligns with the specific requirements of the tourism sector. To see if and how this occupation is regulated in EU Member States, EEA countries or Switzerland please consult the ESCO occupations pillar in the following link: : <https://esco.ec.europa.eu/en/classification/occupation>