FINANCE DEPARTMENT ON SHORE

All departments related to Finance and Administration, are below shore. A job in the Finance and Administration department on a cruise ship is very similar to a job you'd find in a five-star hotel or resort. The Finance Manager oversees all staff and crew in this department. In general, the Department does the following work on shore:

IT TECHNICAL SPECIALIST

JOB PURPOSE

IT department is seeking an experienced CTI IT Technical specialist with experience with Genesys Cloud that will be involved in the global migration of MSC Contact Centers. In this role he/she will support with the planning, localization, design, configuration and routing development, deployment and testing, cutover & post migration support activities. The End to End support responsibility involves also trouble shooting Agent PC, VPN and Networks/routing.

KEY ACCOUNTABILITIES

- ✓ Adds moves and changes for contact center users in both Genesys Pure Engage and Pure Cloud CTI solutions;
- ✓ Coordinates multiple third-party suppliers for operational support and migration activities of MSC Globally distributed Contact Centers;
- ✓ Supports the design and builds activities associated to the localisation for each Contact Center migration;
- ✓ Oversees post migration support of PureCloud users (on site if required) for globally distributed contact centers. Trouble shooting of issues tickets raised by operational staff. Follows up of ticket resolution with third parties as required;
- ✓ Documents and transfers knowledge of service management support to local IT and supervisors;
- ✓ Supports of reporting deliverables localized at each site. Configures wallboard and knowledge transfer of reporting tools to local operational teams;
- ✓ Communicates the status updates to various levels of MSC management such as critical communications for production issues and status updates for various levels or criticality;
- ✓ Participates and leads critical situations raised by operations. Performs a rapid response to critical issues raised in production. Works with globally distributed teams to analyse trouble shoot and isolates root cause of critical operational issues when the arise;
- ✓ Supports the documentation including operational guides, analysis reports, status updates etc.;
- ✓ Supports "Oncall" via regular Rota.

QUALIFICATIONS (skills, competencies, experience)

- ✓ Fluent in English oral and written. Italian language is an advantage;
- ✓ Master's or Bachelor's degree in Computer science, engineering or equivalent;
- ✓ 7 + years experience as CTI specialist;
- ✓ Hands on experience with Genesys CTI suites. Both legacy and Cloud preferred;
- ✓ Experience with CTI trouble shooting techniques;
- ✓ Experience writing technical documentation to support analysis and operation guides;
- ✓ Hands on experience on the PureCloud solution and specifically the PureCloud Architect would be a significant advantage;
- ✓ Experienced communication skills to all levels of corporate management.