

INFORMATION TECHNOLOGY

This part-time seasonal position is to provide outstanding support for all Information Technologies used at H2OBX Waterpark. Candidate should look to improve existing operations for the company, employees and guests, through innovative ideas and suggestions using various technologies. This position reports to the Information Technology Manager and General Manager.

DUTIES AND RESPONSIBILITIES

- Assist in maintaining Ticketing POS, Food & Beverage POS, Time & Attendance and Payroll systems.
- Use daily and seasonal checklists to maintain systems and track preventative maintenance.
- Provide assistance in support of LAN/WAN, Data Switches, Fiber Optic Switches, Routers, Firewalls, Data Backup/Recovery, VPN's, VLAN's, WIFI, CCTV and UPS.
- Support resort-wide audio and paging systems.
- Must be punctual, responsible and flexible to support operations schedule.
- Support park-wide audio and digital signage systems for day-to-day operations.
- Provide internal help desk support for PC, POS, land phone, cell phone, and software users.
- Answer questions or resolve computer problems for staff in person, via telephone or from remote locations.
- Work with all departments to develop better ways that IT can support our business needs.
- Maintain documentation of procedures and policies pertaining to network infrastructure, hardware/software and wiring diagrams.

QUALIFICATIONS

Education and/or Professional Certification

- College Degree and/or equivalent work experience. Studies in Computer Science, Network Security, Information Technology a plus.

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Experience

- One or more years of experience working in an Information Technology occupation.

Specialized knowledge

- Prior experience using and supporting Siriusware software is a plus.
- Experience in virtualization using Hyper-V or VMWare a plus.

Skills

- Problem solving and reasoning skills
- Organizational skills
- Strong customer service skills

Abilities

- Excellent communication skills (verbal and written) preferred.
- Professional and accustomed to a fast pace, 'Will do' approach.
- Ability to work independently
- Follow and enforce all waterpark standards

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is regularly required to stand and walk for long periods of time. The employee is occasionally required to sit, reach, lift, bend, kneel, stoop, climb, push and pull items weighing 50 pounds or less.

The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.

While performing the duties of this job, the associate is regularly exposed to wet and or humid conditions; outside weather conditions and extreme heat. The noise level in the work environment is usually moderate.

Disclaimer

This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

Due to the cyclical nature of the industry, employees may be required to work varying schedules to reflect the business needs of the waterpark including weekends & holidays.