Job Description

JOB TITLE: Senior IT Officer

DIVISION/SECTION: Operations/ IT

REPORTS TO: Manager, IT (Operations)

LAST UPDATED: 06 September 2026

PAY GRADE PER ANNUM: L

SALARY SCALE: CI$53,616 - CI$70,344 per annum

MACI Vision

To be the leading maritime administration in the provision of exceptional service to the global shipping community.

MACI Mission

To facilitate the development of the Cayman Islands as a premier international maritime centre, whilst promoting compliance with international standards, regional agreements, and domestic legislation in the areas of maritime safety and security, pollution prevention, and social responsibility.

Job Role

The post holder reports to the Manager, IT (Operations). The Senior IT Officer serves as the primary point of contact for first-line technical support. The role is responsible for providing prompt and effective technical assistance to users on business applications, hardware, software, and IT-related issues to ensure smooth day-to-day operations across the organisation.

The Technology section activities include, but are not limited to:

1. Develop and implement MACI's IT Strategy in alignment with the Authority's mission and strategic objectives;
2. Management and support of Information Technology infrastructure and systems;
3. Management of Cybersecurity Risk;
4. Procurement of IT equipment, services, and systems;
5. Vendor Management;
6. Business continuity, disaster recovery, and planning for all aspects relating to Information Technology;
7. Co-Management of Data Protection and Privacy Compliance; and
8. IT Process and Governance.

Functions

1. Provide prompt and effective first-line technical support to all users for assistance on computer software, hardware, email, mobile devices, and general IT issues;
2. Take part in the competitive acquisition of computers and peripherals;
3. Participate in projects as requested by the Manager, Information Technology; and
4. The post holder shall be required to perform any other duties as requested from time to time by the CEO or Designate.

For detailed job functions, please refer to Schedule I.

Levels of Authority:

None required.

Reporting Requirements:

List of essential Reports as set out within other sections of this Job Description, including but not limited to the following:

1. Weekly progress report on all ongoing support to the Manager, IT (Operations).

Limitations:

In instances where the post holder is unable to influence the aspirational global targets of MACI, an interim target may be set by mutual agreement of the post holder and Global Director, Operations.

The post holder may be required to travel occasionally to attend seminars, meetings, remote office visits, and other activities deemed necessary by the CEO or his designate.

Qualifications and Experience

To perform this job successfully, the post holder must be able to perform each essential duty satisfactorily. The requirements contained within this Job Description are representative of the knowledge, skill, and/or ability required.

1. The post holder should possess an Associate's Degree or Diploma in an IT-related field, and a minimum of two (2) years of experience in technical support;

   OR

   Four years of technical support experience.

2. CompTIA A+ certification (must be obtained within 6 months of employment).
3. Microsoft 365 Certified: Fundamentals (MS-900 or AB-900) is highly desirable.
4. Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900) is highly desirable.

Knowledge and Skills

1. Intermediate to advanced proficiency in Windows Operating System, Microsoft Office Suite, Microsoft 365, and Teams.
2. High-level knowledge of computer terminology, software, and Internet technologies.
3. Working knowledge of TCP/IP, PC hardware, printers, networking, structured cabling, diagnostics, and troubleshooting.
4. Ability to modify and deactivate user accounts and security groups in Active Directory and Microsoft Dynamics 365 (D365).
5. Working knowledge of NTFS file and folder permissions, including applying and troubleshooting access issues.
6. Familiarity with helpdesk ticketing systems and remote support tools.
7. Basic knowledge of data wiping tools and secure decommissioning practices.
8. Basic knowledge and use of AI agents such as Copilot and other popular AI assistants.
9. Ability to write reports, business correspondence, and procedure manuals/checklists.
10. Ability to present information and deliver training effectively in one-on-one and small group settings.

Physical Demands

The physical demands described here are representative of those required to perform the essential functions of this job successfully.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Competencies

The following competencies are required:

1. **Professionalism –** complies with MACI's Handbook, acts with integrity and shows respect.

2. **Quality of Work –** consistently produces work that is thorough, accurate, relevant, timely and in accordance with MACI/Sectional policies, procedures and best practices.

3. **Communication -** effectively, professionally and comprehensively communicates, both orally and in writing, with colleagues, licensees and a large cross-section of industry representatives in a timely and helpful manner.

4. **Team success** - is a cooperative, helpful, and constructive member of the team who- willingly shares opinions, ideas and makes suggestions on how to improve processes and service.

5. **Time Management** - effectively plans, coordinates, and seeks the most efficient methods to schedule, prioritise and complete assignments within deadlines.

6. **Customer excellence** - builds positive relationships with internal and external customers by determining their specific needs and responding in a timely, professional and courteous manner at all times.

7. **Continuous Improvement** – constantly learning and developing individual skills and identifies and embraces changes to improve processes and practices within the organisation; and

8. **Confidentiality –** must not for any reason, disclose any confidential information relating to the affairs of MACI and the employees of MACI, even inadvertently (through grapevine conversations in elevators or elsewhere), to any unauthorized persons in or outside of MACI.

Supervisory Responsibility

There is no supervisory responsibility for this position.

Organisational Chart:

See Control Document Portal: https://maci.sharefile.com

Acceptance

_____	_____
Accepted by **Senior IT Officer**	Date
_____	_____
Authorised by: **Global Director, Operations**	Date
_____	_____
Approved by: **Global Director, Human Resources**	Date

Schedule I

Detailed post holder job functions are as follows:

- Act as the first point of contact for all helpdesk support requests received on the Helpdesk ticketing system, email, walk-ups, remote tools, or phone in a prompt and efficient manner;
- Promptly escalate complex or unresolved issues to senior IT staff or external providers while keeping users informed of progress;
- Document support activities, resolutions, and procedures in the helpdesk system and contribute to the knowledge base articles to enable self-service;
- Configure, setup, and add computers and peripherals on the MACI network;
- Install standard MACI-approved software and configure desktops/laptops and peripherals;
- Modify and deactivate user accounts and security groups in AD/D365;
- Assist with remediation for IaaS and cybersecurity issues (vulnerabilities, incidents, alerts);
- Apply and troubleshoot NTFS permissions;
- Provide orientation on IT systems for new users;
- Provide basic training on Microsoft Office for users;
- Provide intermediate support on Microsoft Office and other common desktop tools;
- Troubleshoot hardware and software problems encountered by users;
- Set up and support iOS and Android smartphone devices;
- Provide support for Outlook and Mimecast on computers and mobile devices;
- Perform basic security maintenance on desktops/laptops and remove spyware/adware on a regular basis;
- Participate in disaster preparedness and recovery activities;
- Assist with IT inventory management, asset tracking, periodic audits, and maintain accurate documentation;
- Provide decommissioning support for IT equipment (including data wiping and disposal); and
- Set up and support boardroom and meeting rooms for meetings and presentations, including projectors, screens, video conferencing systems, and AV equipment.