



# IT & DIGITAL MANAGER

Coral Expeditions, Australia's leading small ship cruise line, has a 35 year history of innovation in expedition cruising. We are now looking for a leader who can further build and manage our IT infrastructure on land and at sea. We operate a primarily outsourced services model with light internal full-time resource. This is a hands-on managerial position that requires comfort with complexity, project management skills and vendor management capabilities. This position will suit an up and coming, multi-faceted IT professional who can think strategically on behalf of a company that is growing quickly from its base in tropical Cairns, QLD. Australian residency and authorisation to work is required for this position. Immediate start.

## OVERALL RESPONSIBILITIES:

- Review and update the IT architecture of the company, keeping in mind evolving internal and customer-facing needs.
- Take hands-on leadership of the IT functionality of the company with regard to software and hardware requirements. This includes reservation system, office IT infrastructure, guest feedback system, website hosting and maintenance, and ship to shore communication systems
- Manage all vendors, review and monitor KPIs
- Manage the integration and interaction of the website and functionality with RESCO for guest interaction
- Manage the relationships with partners supporting our website functionality, activity, up-time
- Manage the IT functionality and connectivity within the fleet
- Assist in the ongoing management of the RESCO Reservations system, software integration functionality and support existing and new such as HELM, Attaché and HR software
- Manage existing software applications including databases
- Participate in relevant senior management decisions on strategic issues that may impact the IT needs of the business

## ESSENTIAL CRITERIA FOR CANDIDATES:

- At least 5 years experience managing the IT budget of a consumer-facing company (or a significant unit of a company)
- Familiarity with website and e-commerce issue
- Experience with travel industry reservations systems
- Comfortable in a flat, small company environment
- Cruise industry experience would be a plus

Please e-mail your resume and cover letter to [careers@coralexpeditions.com](mailto:careers@coralexpeditions.com)

As we screen all applicants and select candidates whose qualifications and experience meet our needs, we will carefully consider your application during the initial screening and will contact you if you are selected to continue in the recruitment process. We wish you every success!

### Head Office

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### Our Expeditions

- > The Kimberley
- > Great Barrier Reef
- > Cape York & Arnhem Land
- > Tasmania
- > Australia's West Coast
- > Australian Circumnavigation
- > Papua New Guinea
- > Raja Ampat & Spice Islands
- > Sulawesi, Komodo & Krakatoa
- > Solomons & Vanuatu
- > New Zealand
- > Islands Of The Indian Ocean

### Our Ships

- > Coral Geographer
- > Coral Adventurer
- > Coral Discoverer
- > Coral Expeditions II

