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| Job Band – 4  Hotel Level – 3-5 | Department – Finance  Reports to – Director of Finance and Business Support |

Welcome to ABC HOTEL. Now that you’re part of our family, let’s explain the role you will play.

## What’s the job?

## As IT Director you’ll ensure our computers are installed properly, working efficiently and that system security measures are in place. You’ll also install new systems to improve hotel always following standards and guidelines and make sure your teams have the tools and resources they need to work well.

## Your day-to-day

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| * As primary contact for servicing the computer hardware you’ll manage and monitor all computer hardware and make systems are installed properly and working efficiently * Keep up to date with all approved systems and technology including   - Computer Hardware systems and devices including PC LAN technology  - Software operating and utility systems  - Front Office and Accounts Receivable Property Management Systems  - Interfaces to and from Front Office Property Management Systems and other Systems  - Back Office Accounting Systems  - PC and LAN based Office Automation products  - Internal and External Electronic Mail / Facsimile / Scanner software and communication tools  - Point Of Sale Systems  - Guest and Administration Voicemail  - Call Accounting  - Cabling  - Hub / Switch Management Systems  - Assist and Support Electronic Door Locking Computer System  - Computer Virus protection  - Hotel IT Security and Firewalls   * Maintain an up-to-date list of all computer hardware and software at hotel * Monitor the performance of the systems and maintain log book of performance * Understand all standards and customized features and functions of the Hotel front office system * Ensure that all computer media saves and back-ups are completed, documented and stored per specifications * Maintain uncompromising data and physical security standards * Control security for computer room and ensures that the computer room fire protection, temperature control, and power requirements meet the security specification as described in the security system * Administer all user ID’s, passwords, and the most sensitive system utilities, secures all touchy resources and critical libraries under the supervision of the IT Manager/Leader * Maintain technical and user documentation, system reports, newsletters and announcements in a neat, orderly and secure fashion * Follow-up outstanding points from the latest IT audit of his/her hotel under the supervision of IT Manager/Leader * Notify department heads on current computer related issues, new releases, MIS trends, viruses etc. * Manage the configuration reports, program files and data files on the computer system(s) to ensure maximum operating efficiency * Train employees to enable them to take responsibility during the absence of IT colleagues * Be primary contact with all computer-related external vendors * Install and test corporate approved program changes to the hotel computer system(s) * Investigate and report software problems to the vendor, or to the Support Centre * Identifying colleagues to train user on systems * Coordinate purchase of program applications or enhancements to meet specific hotel needs only if these applications are not covered by existing standards prescribed by the corporate office * Provide a written monthly progress report to the GM. Director of Finance and Business Support, and  Area IT Leader * Establish documents, test and communicates appropriate disaster recovery emergency procedures to follow when the hotel computer system(s) are inoperable * Ensure viable solutions are adapted and used for hotel disaster recovery plan and business continuity * Select suitable Software/Hardware vendors for the hotel * Collaborate with other departments to ensure all IT related items meets the various Audit requirements * Balance the workload of the team to ensure departmental resources are managed effectively | Ensure all hotels IT Systems are under appropriate maintenance contract and have routine heath check and repair schedule   * Evaluate and assess life cycle of all technology related solutions and assets and provide adequate advice to refresh the hardware/software.  Ensures all necessary settings are properly configured on the computing systems, hardware and server * Run routine software/hardware inventory check and report the status to hotel management team * Inspects the Network performance and redo the network design if necessary to meet the hotel operation needs * Take preventive measures to foresee, identify and analyze the potential system performance issues * Ensure all cabling, network diagrams and LSOP are up-to-date * Provide recommendation and drive results to ensures that hotel has appropriate technology roadmap to meet short-term and long-terms needs * Ensure all hotel routine maintenance for IT equipment comply with policies and standard * Ensure all hotel policies and information security comply with standards * Conduct and coordinate annual PCI and credit card/data security training for hotel employees based on information security standards * Ensure hotel management get an accurate fixed asset budget and departmental operating budget that reflects requirements from the expected IT and endorsed by the hotel management team * Work with department head in the preparation and management of department’s budget which includes: * Evaluate the vendor proposals and select the best options and vendors that meets the software/hardware needs of the hotels * Assists in coordinating the preparation of the departmental annual budget * Assists in monitoring and controlling departmental cost on an ongoing basis to ensure performance against budget * Assists in the preparation of the hotel strategic plan, goals program, and Departmental Budgets * Collaborate with other departments to ensure all IT related items meets the various Audit requirements * Ensure all hotels IT Systems are under appropriate maintenance contract and have routine heath check and repair schedule * Evaluate and assess life cycle of all technology related solutions and assets and provide adequate advice to refresh the hardware/software.  Ensures all necessary settings are properly configured on the computing systems, hardware and servers * Establish documents, test and communicates appropriate disaster recovery emergency procedures to follow when the hotel computer system(s) are inoperable * Ensure viable solutions are adapted and used for hotel disaster recovery plan and business continuity * Select suitable Software/Hardware vendors for the hotel * Collaborate with other departments to ensure all IT related items meets the various Audit requirements * Ensure all hotels IT Systems are under appropriate maintenance contract and have routine heath check and repair schedule * Evaluate and assess life cycle of all technology related solutions and assets and provide adequate advice to refresh the hardware/software.  Ensures all necessary settings are properly configured on the computing systems, hardware and servers * Work with HR on resource planning and management needs that includes the following: * Assist in planning for future staffing needs * Assist in recruiting in line with company guidelines * Prepare detailed induction program for new staff * Assist in maintaining a comprehensive, current and guest focused set of departmental standards and procedures and oversees their implementation * Ensure training needs analysis of IT staff is carried out and training programmed are designed and implemented to meet needs * Provide input for probation and formal performance appraisal discussions in line with company guidelines * Coach, counsels and disciplines staff, providing constructive feedback to enhance performance * Communicate with team and maintain good relations * Based on hotel marketing goals, assist in the overall development plans and annual plans to ensure that all hotel systems and applications meet the business environment and the growth in demand |

**Annual Operating Profit/Payroll Budget –**

* Department Budget

**Key Metrics –**

* Departments Budget
* Completion of assigned tasks/projects
* Improvement in system processes

**Decision Making Responsibilities (Decision Rights) –**

* Departments Budget

## What we need from you

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| * Diploma or Vocational Certificate in Computer Science or IT or related field * 5 years’ related experience or with computer set-up and troubleshooting * Working knowledge of networks and operating systems and databases * Strong analytical and problem-solving skills * Knowledge in PCI DSS (Payment Card Industry Data Security Standards) * Great communication skills | * A team player, proactive, responsible, hardworking and able to work under pressure Excellent Project Management Skills * Recognize the need for continuous renovation and modify approaches and make adjustments based on the trends needed * Familiar with the Online Marketing Model, e-commerce, O2O, B2C, Big Data analytics, as well as emerging technology trends to support and drive the growth of hotel revenue and profit while complying with the standards of Management Company |
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## How do I deliver this?

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| We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It’s what connects every colleague in all ABC HOTEL® hotels.   |  |  | | --- | --- | |  | | | Each ABC HOTEL® hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.   * True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests * True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay * True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs * True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner | There’s so much more to the job than we can capture here. It’s simply about creating great experiences, doing the right thing and understanding people. | |

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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| Employee Name (Print) |  | Employee Signature |  | Date |