



Job Title: IT Officer

Job Purpose:

The IT Officer is responsible for maintaining the IT infrastructure, systems, and services within the hospitality environment. They ensure that all technology systems (hardware, software, and networks) are functioning smoothly and efficiently to support both staff and guest services. They also handle troubleshooting, system maintenance, and security.

Key Responsibilities:

1. System & Network Support:

- Manage and maintain all IT hardware (computers, servers, networking equipment) and software applications used by the business.
- Ensure that the hotel's internal network, Wi-Fi, and communication systems are running without interruptions.

2. Technical Support:

- Provide technical support to hotel staff, addressing and resolving IT-related issues in a timely manner.

- Assist employees with software or hardware problems and ensure smooth operation of the property management system (PMS), point of sale (POS) systems, and other internal software.

3. Guest Technology Services:

- Ensure guests have access to reliable internet services (Wi-Fi) and other technological amenities (smart rooms, digital check-ins, entertainment systems).
- Provide troubleshooting support for guest-facing devices when necessary.

4. Data Security & Privacy:

- Implement data protection protocols and security measures to safeguard sensitive information, both for guests and the company.
- Ensure compliance with relevant data protection regulations (e.g., GDPR, PCI DSS).
- Perform regular data backups and ensure recovery processes are in place.

5. Software & Hardware Installation/Updates:

- Install, configure, and regularly update software, operating systems, and network devices.
- Conduct system and software updates to ensure all systems are running the latest versions.

6. Troubleshooting and Issue Resolution:

- Respond promptly to reported IT issues, providing support and troubleshooting to resolve problems quickly.
- Monitor and address potential IT risks that could affect guest or employee services.

7. Vendor Coordination:

- Liaise with external vendors for hardware, software, and network services, ensuring that all third-party IT products and services meet the company's needs.
- Manage the procurement and installation of new IT equipment or technology as required.

8. Documentation & Reporting:

- Keep records of IT infrastructure, systems, issues, and resolutions.
- Provide regular reports to management on system performance, incidents, and ongoing IT projects.

Skills & Qualifications:

• Technical Skills:

- Proficiency in computer networks, IT infrastructure, and hardware management.
- Experience with hospitality software such as Property Management Systems (PMS), POS systems, booking engines, and guest management systems.

• Problem Solving:

- Strong troubleshooting skills to address both staff and guest technical issues efficiently.
- **Communication:**
 - Good communication skills to interact with both technical and non-technical staff, explaining issues in a clear and simple way.
- **Attention to Detail:**
 - Ability to ensure that IT systems are secure, reliable, and functioning at peak performance.
- **Customer Service:**
 - Excellent interpersonal skills and the ability to provide efficient and friendly technical support to both staff and guests.

Education & Experience:

- **Education:** Bachelor's degree in Information Technology, Computer Science, or a related field (preferred).
- **Experience:** 2-3 years of experience in IT support, preferably in the hospitality industry or a similar service-oriented environment.

How to Apply:

This is Full-time Job, Interested candidates for any of the above positions should submit an application letter, a detailed copy of their cv, names and contact information (Email addresses and telephone numbers) of three referees. The candidate must clearly indicate the title of the position applied for (as it appears in the advertisement)on the heading of the email.

Application should be submitted to the Human Resources email, hr@ramadaresortdar.com

