IT Manager

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Company: Accor

Location: Nairobi

Category: other-general

Company Description

Job Description

IT Manager

Are you ready to command the vital heartbeat of our hotel's operations as a dynamic IT Manager? We are looking for you!

What is in it for you:

Employee benefit card offering discounted rates in Accor worldwide

Learning programs through our Academies and the opportunity to earn qualifications while you work

Opportunity to develop your talent and grow within your property and across the world!

Ability to make a difference in the local community through our Corporate Social Responsibility activities, like Planet 21

What you will be doing:

Reporting to the Cluster Director of Finance and Business Support, responsibilities and essential job functions include but are not limited to the following:

Management:

Is responsible for operational IT management as which includes relationship management with Hotel GMs, EXCOM, HODs and other business-critical users.

Is responsible for the proper business planning and budgeting of IT expenditures for the Hotels, as well as for compliance with the Accor IT policies and guidelines.

Is creating business cases for justification of investments and expenditures to support the approval process.

Is responsible for a regular status report about the hotel's actual IT situation to the Cluster GM and to the VP IT / Cluster Director of Finance and Business Support.

Initiates and manages IT projects and consults the Cluster GM on strategic IT matters concerning the Hotel.

Hardware:

Ensures that the hotel works with Accor Hardware partners.

Has a good relationship with Hardware Partners.

Supports the Hotel in resolving Hardware issues through escalation of issues with Hardware partners.

Considered as Hardware: Computers, Servers, Routers, Switches, Cables, PABX, Monitors, and Screens, Point of Sale devices, all relevant interfaces, UPS and related devices, and other active components.

Software:

Ensures that all Accor IT Policies and Guidelines are being applied in the hotel.

Ensures that only original and properly licensed application programs according to the IT management's policy and requirements are running on the hotel's systems and computers.

Has a good relationship to the Software suppliers.

Supports the hotel in resolving Software issues by escalating of issues to Software suppliers.

User:

Ensures that no user in the hotel has access to programs other than those needed to

perform the job.

He/she is in charge of providing and maintaining a training program (in coordination with the Learning & Development department).

This is to enable the best possible knowledge, skill level, and use of systems by all employees in the Hotel.

Security / Datasafe:

Is responsible for compliance of the Hotel with Accor IT Security Policy and General Data Protection.

Is responsible for the backup of all relevant user-generated data, be it part of the general system or personal systems.

He/she assures that always-relevant backup policies are duly respected and the system reaches the highest level of security.

Servers Infrastructure – Physical and Virtual

Networks – Data, Voice and Wi-Fi

Property management systems (PMS) and Sales & Catering System (S&C) replacement or upgrade and alignment

Central profile solutions (CP)

Central reservations systems (CRS)

Revenue management systems (RMS)

Various middleware / Interfaces

Data warehouse, reporting, and Business Intelligence (BI) – Interface Only

Sales force automation (SFA) - Interface

Customer relationship management (CRM)

Point of Sales application

Back office accounting software application

Procurement and inventory management application

IP TV

Human resources management system

Accor brand signature systems (Commercial Systems, WIFI everywhere, etc...)

Scope:

Smooth running of all computer systems.

Training of basic functions of user software.

Regular information to IT management about the new computer trends for the future.

Regular data safe /backup.

Budgeting, Planning, and managing the approval process for IT Expenditures

Compliance with IT Policies and Guidelines

IT project management

Qualifications
Your experience and skills include:
Minimum 5 years' experience in a similar role, preferably in an international hotel brand.

Strategic thinker, results-driven, process-oriented, and attentive to details.

Able to inspire and motivate a team, providing clear direction, development, and guidance to achieve revenue goals.

Change instigator, positive influencer, strong communicator, and team collaborator.

Strong listening skills and the ability to anticipate business needs.

Able to build and develop relationships with the business partners, and intermediaries.

Able to establish strong rapport with the key stakeholders to ensure there is alignment on

the strategic direction of the hotels.

Fluency in English.

Adaptable, self-motivating individual with the ability to bring others along on the journey.

Strong decision-making skills, calm under pressure, and able to prioritize workflows.

Additional Information

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

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Cross References and Citations:

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