

IT Supervisor at Bridge Talent Management

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

We are tech powered Employee Outsourcing firm that leverages the right tools bringing the right workforce to your business

Job Purpose/Mission

As an IT Supervisor, you will be responsible for the day-to-day support of all IT systems, business systems, office systems, computer networks, and telephony systems throughout the hotel.

Additionally, you shall be responsible for Information Technology issues, products, and services at the property; Assist in user training and support of all property/site systems, network enhancements, hardware and software support. Help your manager in maintaining inventory of all hardware products and software licenses, and participate in the review of maintenance agreements.

Duties & Responsibilities

Familiar with and complies with the hotel's vision, mission, core values and standards in performing ICT activities.

Lead the IT Assistants in the day-to-day IT operations of the hotel.

Committed to delivering high levels of customer service.

Responds courteously and efficiently to queries and problems from guests and system users.

Ensures cleanliness and orderliness of all data equipment and server rooms.

Responsible for smooth functioning and coordination of vendors for Guest Internet, Property Management Systems – PMS, Point of Sale – POS, IPTV, Telephony systems, Locks, Safes and other software vendors.

Ability to troubleshoot hardware and software problems.

Responsible for overseeing and handling network configuration, Servers, Workstations, Networking equipment, PABX, email accounts, and also support for the underlying server/desktop infrastructure.

Should be capable of doing Root Cause Analysis on a problem.

Must know the Network fundamentals, general network setup and device configuration.

Good knowledge of server hardware, Disk storage technology, and I/O devices.

Skilled in the usage of system-level profiling tools and network monitoring systems to aid in application performance profiling.

Knowledge of network infrastructure, including CAT5/6 cabling, wireless networks, network switches, WAN/LAN, domain controller, Active Directory, firewall and VPN applications.

Background in highly available systems and image capture/management systems.

Extensive knowledge of Active Directory, Management and Implementations.

Prepare Maintenance Schedule for all IT hardware & Software for Approval by HOD.

Anti-virus and firewall setup and day-to-day support.

Identifies and implements solutions to user challenges and concerns associated with the use of personal computer equipment.

To set up conference PAS and projection equipment when required.

Monitors and maintains a proper inventory of hardware and software licenses including company mobile phones issued to staff.

Is aware of IT Security Policies and ensures their day-to-day implementation.

Keep updated with the latest hotel technology and security risks regularly.

Able to perform other IT or Systems related tasks assigned by the management from time to time.

Requirements

Degree or Diploma in Information Technology field.

Along with in-depth knowledge of Microsoft Operating systems, Microsoft or Cisco certification.

Applicable Microsoft certifications: MCSA, MCTS or MCITP for Windows Server, MCDST for workstations.

Experience with these Hospitality related applications and or systems (PMS, POS, Key card, PBX, MC, SUN).

A minimum of years of experience in Hospitality, Operations, and IT support roles.

Excellent communication and listening skills.

Ability to work under pressure.

Excellent organizational and prioritization skills, attention to detail, and problem-solving skills.

Must be mature, pleasant, courteous, cooperative and an enthusiastic team player who displays good human relations skills.

Must be flexible in working hours, including weekends, evenings and holidays.

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