Manager, Information Technology

Reporting To:	Unit Financial Controller & General Manager & Corporate IT Manager
Functional:	IT (Information Technology)
Scope:	Unit
Grade:	As per unit Grades
Supervises:	Unit IT Team

Main internal contacts	General Manager
	Financial Controller and Finance Team Members
	Front Office Manager and its Team
	F&B Support and Operational Team and its Head
	Human Resource and its Team
	Sales Manager and Team members
	All the other team members including Security, Housekeeping Controls and Functional Head
	Banquets and its team members
	Owning Board and its functional team
	Various Corporate Team, IT and associates
Main external contacts	Vendors of AMC and support Services
	ISP Service Providers
	Local / Govt and legal authorities

Main objective / Context

Keeping in view the ever changing business scenario and your own career enhancement, Multi Skilling / Multi-Tasking is seen as an imperative. As a result, short periods / intervals or long term lateral movements to take up additional responsibilities and higher roles have been included in the service design of the hotel operation. You shall, thus, be ready to accept such movements with or without any prior notice.

Main responsibilities & duties

- **Daily Operation**
  - Ensure to educate users on issues such as security, virus prevention and password protection.
  - Train the user department on the usage of PC's, terminals, printers, other peripherals and also to any other program applications installed.
  - Ensure to maintain contacts with all user departments, hardware vendors and other representatives pertaining to Systems.
  - To act as a front-line interface to the internal & external users by resolving queries or complaints in a timely & efficient manner.
  - Coordinate operations with Department Coordinators, Supervisors and other Departmental Managers to ensure operational readiness, efficiency in resource utilization and the prompt delivery of services.
  - Ensure that all software licensing laws are adhered to.
  - Ensure the smooth running of all systems, including anti-virus software, print services and e-mail provision.
  - To install computer systems, ensure that backup systems operate effectively, buy hardware and software, provide the technology infrastructures for the organization, and contribute to organizational policy with regard to quality standards.
- **Process Deliverables**
  - To ensure that the hotel's computer system both hardware and software is fully accounted for, properly maintained and reliable
  - To draw procedures to ensure that any problems encountered in software and hardware are addressed immediately
  - To ensure the physical and logical security of IT system
  - To define and keep updated written incident management policies and procedures where action to be taken, persons to be contacted in case of incident are clearly mentioned
- **Technical Responsibilities**
  - Manage and administer Information system including all computers, servers, internet, e-mail server and local and wide area networks.
  - Maintain and managing of PMS likes IDS, Alif Payroll etc.
  - Maintain and managing Domain environment, handling Active directory, File Server, DHCP, DNS Server.
  - Maintain and managing of Wireless infrastructure in the Hotel.
  - Serve as a resource for other technicians and users in solving technical problems.
  - Assist the Manager in the implementation and maintenance of information systems, data processing systems and procedures for FPHL to include databases, network administration, applications programming, web design and user support throughout the organization.
  - Any matter which may affect the interests of FPHL should be brought to the attention of the Management.
- **Commercial Responsibilities**
  - To develop sound relationships with IT and maintenance providers
- **Team Management**
  - Develop and maintain effective relationships with all the departments.
  - Respond to queries by resolving issues in a timely and efficient manner.
  - Provide effective support to the department to enable them to provide effective and efficient services.
  - To be ready and responsible when assigned to perform any other duties as designated by higher management.
  - To work closely with any departments of the hotel.

- **Administrative Responsibilities**
  - ▶ To discharge the duties in an effective and efficient manner.
- **Financial Management**
  - ▶ Identify optimal, cost effective use of the resources
- **General Responsibilities**
  - ▶ To understand and strictly adhere to the Rules & Regulations established in the Employees Handbook and the Hotel's Policy on Fire, Hygiene, Health and Safety.
  - ▶ To report for duty punctually wearing the correct uniform and nametag at all times.
  - ▶ To maintain a high standard of personal appearance and hygiene at all times.
  - ▶ To maintain a good rapport and working relationship with staff in the outlet and all other departments.
  - ▶ To Attend behavioural and vocational training in own and related work areas to enhance skills and develop multi functionality.
- **Training & Development**
  - ▶ To fully support the Departmental Training Function in the Department assigned.
  - ▶ To undertake any reasonable tasks and secondary duties as assigned by the Director of Finance.
  - ▶ To respond to any changes in the Human Resources function as dictated by the hotel.
  - ▶ To project at all times a positive and motivated attitude and exercise self-control.
  - ▶ To have a complete understanding of the Personnel Section in the Operations Manual and Policies & Procedures.
  - ▶ To handle guest and employee inquiries in a courteous and efficient manner and report guest complaints or problems to supervisors if no immediate solution can be found and assure follow up with guests.
  - ▶ To be discreet and keep observations confidential and report to the General Manager or Director of Finance.
  - ▶ To ensure that the Place of Work and surrounding area is kept clean and organized at all times.
  - ▶ The list of duties mentioned above are illustrative, and not exhausting
- **Environmental and Social Responsibilities**
  - ▶ The IT Executive is required to function under FPHL's environmental and corporate social responsibility norms including but not limited to:
  - ▶ Incorporating FPHL's environmental charter initiatives into daily practices.
  - ▶ Working towards sustainability goals in complete cohesion with the Indian environmental practices and local laws and regulations.
  - ▶ Assisting the HR Department in implementing local community development programmes with initiatives like increased local employment and purchase of local produce along with charity projects supporting environmental and community progress.
  - ▶ Being involved in educating the local community on environmental hazards and encouraging their participation in reducing their impact.
  - ▶ Replacement and Temporary mission
  - ▶ You are required to function under FPHL's environmental and corporate social responsibility norms including but not limited to:
    - ▶ Incorporating FPHL's environmental charter initiatives into daily practices. Working towards FPHL's sustainability goals in complete cohesion with the Indian environmental practices and local laws and regulations.
    - ▶ Being involved in educating the local community on environmental hazards and encouraging their participation in reducing their impact

a vis competition

MAKING THINGS HAPPEN	• Energetic, competitive, persuasive and results oriented.
	• Has knowledge of internal and external resources.
	• Come up with fresh ideas.
	• Demonstrates a high degree of preparedness.
	• Displays a good planning, organizing, prioritizing and monitoring skills.
	• Displays cost consciousness and an overriding desire to get best value for money spent.
	• Takes regular feedback and guidance to successfully achieve planned outcomes.
	• Exhibits initiative in taking on higher responsibilities and works beyond his area.
	• Contributes meaningfully to discussions involving his/her area.
	• Uses mistakes as learning opportunities. Is open to feedback.
	• Enhance knowledge /skills base on an ongoing basis.
	• Execute all relevant compliances and documentation within prescribed schedules.
LEADING CHANGE	• Enthusiastic about changes
	• Is imaginative
	• Thinks out of the box
	• Can quickly comprehend the need for the change.
	• Open minded when presented with the new perspectives.
	• Is comfortable with and gets used to new situations easily.
	• Is able to identify and remain focuse4d to achieve desired results even in unstructured situations.
	• Asks questions. Challenges and suggests alternatives and more effective ways executing tasks.
	• Listens attentively. Shares appropriate information.
	• Relates to people at all levels.
PEOPLE LEADERSHIP	• Participative, open minded and receptive
	• Understands the needs/interests and attitudes of others.
	• Is perceptive of non-verbal behavior.
	• Is confident but not arrogant.
	• Involves in the resolution of problems.
	• Brings energy and direction to activities.
	• Shares experiences and information with team members.
	• Demonstrates commitment to the team and supports team decisions

STAKEHOLDER MANAGEMENT	- Understands the expectations and desires of various partners (property Owners and Owning Boards) and translates them effectively into business goals. - Nurtures strong business partner relationships with key vendors/ suppliers at a strategic level. - Maintains a valuable network of contacts across business areas to drive and support initiative. - Maintains a healthy and on-going professional relationship with OB representative and ensures open communication. - Is able to safeguard company interest while managing Owner's tactfully.

Fortune Park Hotels Ltd