



VACANCY

IT TECHNICIAN (Permanent)

Sandy Lane Hotel, an AAA Five Diamond, Forbes Five Star exclusive resort and a member of Leading Hotels of the World, is seeking to recruit an IT Technician.

The Role

We are seeking an experienced Information Technology Technician to help manage the infrastructure and technical operations. We need a hands-on professional who enjoys rolling up his or her sleeves and working with the team to achieve goals, meet quotas, eliminate security risks and increase guest satisfaction. The successful candidate needs to be a change management expert and extremely knowledgeable about the hospitality information systems. The candidate will report to the IT Manager plus your operations and system maintenance experience will help grow and enhance our systems.

Key duties and responsibilities:

- Support the management of technology operations.
- Help devise and establish IT policies and systems to support strategies set by upper management.
- Support with Technical frameworks of best practices and standards including Business Continuity.
- Assist with Guest technical problems.
- Inspect technological equipment and software to ensure functionality and efficiency including backups.
- Help with upgrades, configurations or new systems plus report to upper management
- Assist in general back office hardware and support of PCs, Printers, Servers, Audio Visual POS and financial systems
- Assist with Helpdesk operations, developing standard operating procedures allied to best practice, and ensuring written protocols and guidelines are provided for staff and all end-users.
- Updating written documentation is created and maintained, to include user and system manuals, licence agreements and all documentation relating to modifications and upgrades.

Our ideal candidate must possess:

- Proven experience in a similar role
- Experience in implementation, support and evaluation of IT systems and their specifications
- Understanding of the latest computer systems (hardware/software)
- Understanding of Network Switches and System Security
- Excellent organizational and leadership skills with the ability to self-manage and prioritise complexed technical problems.
- Outstanding communication abilities
- Strong references

Desirable:

- Experience in hospitality/construction/similar environment.
- Post-Secondary Education - BSc/BA in computer science, engineering or relevant field; MSc/MA will be a plus
- Knowledge of GDPR, ISO27001 and ITIL



- Knowledge of VOIP, Sage, IPTV and MDM
- Knowledge of network switches, firewalls and wireless networks.

These positions require the candidates to be in good physical condition to perform extensive walking, bending and stretching.

To apply please log on to sandylane.com/careers to complete an application form and submit a résumé on or before **October 29, 2021**.