



Deployed Technologies

Enabling Innovation & Evolution

Position Title:	IT Manager
Department:	DTech Delta
Location:	Chicago or New York
Position Type:	Full Time
Salary or Hourly Rate:	Salary
Shift:	Daily and On-Call

Job description summary:

The IT Manager reports to the Systems & Support Manager. The IT Manager is responsible for executing & implementing strategy, and provide maintenance of all information systems. The IT Manager must ensure that all hotel systems are operating properly, while focusing on providing exceptional guest and team member service. All hotel operations must be executed at the highest level of professionalism and courtesy.

Essential Duties and Responsibilities :

- Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- Basic understanding of network principles along with the ability to troubleshoot connectivity issues as needed.
- Understand wireless technology and network infrastructure. Ability to assist and configure wireless devices.
- Install equipment. Configure laptops, desktops and phone systems.
- Utilize support ticketing system and help train staff.
- Ability to work independently with a remote team. Independently evaluate situations and apply strategic problem solving.
- Monitor, document and troubleshoot system backups.
- Create and maintain IT documentation
- Oversee installation of new software and system upgrades
- Ensure data & security integrity
- Provide high quality desktop and end user support for the hotel managers and supervisors.
- Supervise employees' use of systems to assure compliance with policies.

- Supervise the access and activities of vendors and other outside entities that are allowed access to the systems.
- Maintain inventories of equipment and licensing.
- Excellent face to face communication and support skills.
- Assist with the support needs at other sites.
- Willingness to grow knowledge of systems through training and self-motivated study.

Required Education/ Experience :

- Must Understand & Troubleshoot Networking issues (Cabling, Switches, DHCP)
- Must have experience in PC setup and troubleshooting
- Must have Basic Printer, Scanner & Peripheral troubleshooting
- Preferred to have Experience in System Selection and Implementation
- Preferred Exchange and Active Directory Management
- Preferred to have Banquet Audio / Visual experience
- Preferred Helpdesk experience
- Preferred Associates or higher in IT
- Preferred IT experience in a face to face support environment

Required Knowledge, Skills and Abilities :

- Understanding Remote Support
- Good Communication Skills
- Technical Management
- Technical Understanding