



Position Title: Technology Project Director

Reports To: VP Technology, EMEA & Americas

Location: **United States**

Areas Covered: Information Technology

Scope of Position

The incumbent's roles include communicating IT strategy and working in partnership in a supporting role to help implement and maintain standards, budgets, and facilitating project management. The role will also provide the lead project management of new development projects and major renovations as agreed by the VP Technology.

Organizational Structure

The Technology Project Director has a reporting line to VP Technology, EMEA & Americas, and a dotted line to Technology Project Director EMEA & The Americas.

Duties and Supporting Responsibilities

- Ensures proper communication and coordination with hotel IT
- Works in tandem with the VP of Technology, EMEA & Americas in hotel new builds and major hotel projects (Capex and Major Renovations)
- Works in partnership with hotel IT Directors when required
- Works closely with Corporate application, infrastructure, and security teams
- Assists with vendor negotiations and evaluations
- Fosters hotel IT Directors growth and career development
- Ensures objectives, performance, communication, and support plans are properly executed
- Ensures that hotels are adhering to MOHG Technology product standards and guidelines (PS&G), and Information Security standards
- Supports Group-wide technological rollouts at the hotels
- Supports global technology projects



Success Profile for this role (Competencies)

Business Acumen

Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.

Creativity

Comes up with a lot of new and unique ideas; easily makes connections among previously unrelated notions; tends to be seen as original and value-added in brainstorming settings. Works with flair and imagination.

Customer Focus

Is dedicated to meeting the expectations and requirements of internal (colleagues) and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers / colleagues in mind. Upholds and drives our LQEs through daily actions; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.

Humility

Can get things done quietly without unnecessary noise; is careful to make others comfortable; is authentic; helps others save face in difficult situations; maximises the contribution of all; encourages the expression of viewpoints from all concerned; is modest and self-effacing; respects the views of others.

Delegation

Clearly and comfortably delegates both routine and important tasks and decisions; broadly shares both responsibility and accountability; tends to trust people to perform; lets direct reports and others finish their own work.

Ethics, Values, and Integrity

Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches. Is widely trusted; is seen as a direct, truthful individual; keeps confidences; admits mistakes and flaws.

Functional/Technical Skills

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge. Knowledge is always up to date.

**Interpersonal Savvy**

Relates well to all kinds of people, up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably. Is able to motivate people.

Listening

Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

Negotiating

Can negotiate skilfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.

Planning

Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.

Drive for Results

Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

Time Management

Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities. Makes decisions in a timely manner.

Developing Self and Others

Is personally committed to and actively works to continuously improve him/herself; works to deploy strengths; works on compensating for weakness and seeks feedback. AS APPLICABLE - provides challenging and stretching tasks and assignments for others; holds frequent development discussions; is aware of each person's career goals; constructs compelling development plans and executes them. Uses PROFILE and Performance Discussions for Line Colleagues effectively for talent management and development; is a people builder and a motivator and supports the company initiatives to ensure continuous improvement of our LQE's.



Requirements

Mandatory

- Strong knowledge of the technology used by MOHG at properties and corporate
- Proven financial and budgeting skills
- Risk management skills to predict and react to potential unforeseen circumstances
- 5+ years overall IT experience, with international exposure, and at least 3 years leading hospitality technology projects
- Demonstrated experience in a leadership role managing Business Analysis and Project Management (project references required)
- Strong experience with project management tools (example plans required)

Desirable

- Ability to lead, motivate, and influence decisions and perceptions within a matrix organization structure
- Ability to work cross functionally within IT and the business
- Demonstrated experience in a leadership role managing remote resources
- Ability to work independently with little supervision but also work well with teams
- Exceptional interpersonal skills and written communication skills to frequently interact with all levels of the organization (samples required)
- Strong MS Office 365 skills
- Ability to travel globally
- Flexibility to accommodate early morning or late evening calls with colleagues globally
- Strong problem solving and analytic skills
- Strong organization skills and attention to detail
- Ability to work in a demanding, and fluid environment
- Ability to manage conflict and hold people accountable



- Mentoring and coaching skills
- Solution oriented
- Self-starter - works independently
- Ability to prioritize, perform multiple duties and track projects
- Ability to meet deadlines and work well under pressure
- Ability to work well within a diverse corporate environment
- Ability to communicate well with several levels of colleagues
- Demonstrates accuracy and thoroughness and monitors own work to ensure quality
- Adapts to changes in the work environment, manage competing demands and is able to deal with frequent change, delays or unexpected events

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.