

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Purpose**

Responsible for the efficient operation of applications, hardware and telecommunications systems in the hotel. This includes consultation with users to ensure that telecommunications and internet systems conform to their hardware, software and system specifications.

**Organizational Structure**

The IT&T specialist reports to the Assistant IT Manager and receives coaching, guidance and other duties from the Director of Information Technology.

**Duties & Responsibilities**

* Consults with users to determine hardware, software or system functional specifications.  This includes:
* Liaison with guest and catering/conventional services staff to respond to guest phone request 24 hours in advance of group arrival;
* Developing and maintaining, in cooperation with the Purchasing Department, a supplier and product list for all stock data processing supplies.
* Establishes and maintains procedures to ensure hardware and software systems are consistent with user specifications.  This includes ensuring that:
* Critical systems, specifically, Cisco Switch and Voice mail are available twenty-four (24) hour per day.
* Effective support is available from appropriate vendor as needed.
* Coordinating and overseeing the timely repair and maintenance of telecommunications equipment by outside contractors.
* Documenting all hardware and software problems, repairs, and modifications.
* Develop and document procedures for users, as well as system design and/or function.  This includes, but is not limited to:
* Establishing and maintaining user procedures and hardware familiarization for all systems;
* Establishing and maintaining backup procedures for all systems to ensure protection from loss of data; and
* Ensuring procedures comply with corporate and local policies.
* Performs PC troubleshooting to isolate and diagnose common problems
* Upgrades network hardware and software components as required.
* Conduct self in a professional manner at all times to reflect the high standards of Mandarin Oriental Washington.
* Perform any additional duties as assigned by the Director of Information Technology.

**Requirements**

* Reading, writing and oral proficiency in the English language.
* Must be willing to work a flexible schedule in order to accomplish all major responsibilities and tasks.
* Must be a self-motivator and be able to work with little supervision.
* Must work in a safe, prudent and organized manner.
* Must have mathematical skills, technical aptitude and some hotel operation knowledge.
* Must have knowledge of computer software and hardware; data communications equipment and protocols
* Must have knowledge of systems analysis techniques and procedures including, but not limited to:
* Software and hardware related to Cisco Switch and Voice mail;
* Telecommunications testing equipment;
* Analog and digital phones; and
* T1 lines and high speed internet access
* Knowledge of specific hospitality industry applications is desirable
* Must be comfortable dealing with guest regarding internet issues and in-room technology.
* Must have a commitment to follow all local and corporate policies and procedures as they relate to Computer Systems and Telecommunications.
* Knowledge of specific hospitality industry applications is desirable.
* Must be able to assist hotel guests with technical requirements and problems.

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.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.