

**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**

The Assistant IT Manager will be responsible for assisting with the day-to-day support of all IT systems, including but not limited to the hospitality systems, office systems, computer networks and telephone systems throughout the hotel. Additionally, they are responsible for handling Information Technology issues, products and services at the property. The incumbent also maintains inventory of all hardware products and software licenses.

**Duties & Responsibilities**

* Responsible for assisting and handling network configuration, Servers, Workstations, Networking equipment, PABX, voicemail and email accounts.
* Responds courteously and efficiently to queries and problems from guests and system users.
* Completes Root Cause Analysis on all problems.
* Must know the Network fundamentals, general network setup and device configuration.
* Knowledge of network infrastructure, including CAT5/6 cabling, wireless networks, network switches, WAN/LAN, domain controller, Active Directory, firewall and VPN applications.
* Prepare & Implement Preventive Maintenance Schedule for all IT hardware & Software.
* Upgrades network hardware and software components as required.
* Identifies and implements solutions to user challenges and concerns associated with the use of personal computer equipment.
* Documents all hardware and software problems, repairs and modifications.
* Assists in ensuring that IT Audit points are implemented as per relevant MOHG Information Security policy.
* Monitors and maintains proper inventory of hardware and software license.
* Able to perform other duties as assigned by the Director of IT and management.

**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.
* Committed to delivering high levels of customer service.
* Must be courteous, cooperative and an enthusiastic team player able to relate to all levels or the organization and guests alike and smartly presentable.
* Must work in a safe, prudent and organized manner.
* Ability to troubleshoot hardware and software problems.
* Must have technical aptitude and some hotel operation knowledge.
* Must have knowledge of computer software and hardware; data communications equipment and protocols.
* 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.