MANDARIN ORIENTAL
NEW YORK
SM

Position Title: IT Manager

Reports To: Director of IT

Job Level: Middle Management

Department: IT&T

Location: New York

Valid work visa is required from the applicant: (Yes)

Contact Person:

The Group

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the worlds' finest hotels. The Group operates luxury hotels in key leisure and business destinations. In total Mandarin Oriental employs 9,000 colleagues in three continents with thirteen hotels in Asia, six in North America and sixteen in Europe.

The Hotel

Mandarin Oriental Hotel New York is the Flagship Property operated by the Mandarin Oriental Hotel Management USA.

Scope of Position

The IT Manager will lead a team, under the direction of the Director of IT, responsible for supporting the technology activities of the entire hotel. Diverse applications such as VOIP systems, automation and lighting, database and property management servers are in use. The IT Manager will assist in designing, planning, budgeting as well as managing the implementation of new technology solutions.

Duties and Responsibilities

* Manage the daily activities of the IT Engineers.
* Anticipates future network needs, identifies proactive solutions to satisfy needs.
* Serve as a liaison between business units and IT, communicating technical information and plans.
* Assist with department staffing as well as managing purchases and department budget and capital projects.
* Work with IT Team to manage and maintain LAN/WAN services, oversee the activities of support personnel as they relate to the management and maintenance of high performance, highly availability networks
* Analyze and evaluate network infrastructure for capacity and compatibility for business applications and data
* Manage and coordinate the creation and maintenance of standardized policies, procedures and documentation that support the infrastructure systems in use.
* Plan and implement network and data security initiatives and systems.
* Forecast network system demands. Consult with vendors, consultants, and contractors.
* Keep abreast of and research new technologies.

Requirement on Core Competencies

The incumbent will require the following personal attributes:

* Team Oriented
* Excellent Customer Service Skills
* Attention to Detail
* Flexibility (multiple projects/frequent interruptions)
* Ability to work with minimal supervision
* Excellent time management and organizational skills
* Excellent verbal and written communication skills
* Ability to work overtime
* Ability to Travel

Requirements

* Bachelor*s degree or equivalent and a minimum of three years relevant experience; or equivalent combination of education and experience.
* 3+ years of Microsoft Operating System and domains/Active Directory knowledge and experience (Windows Server 2012/2016, Windows 10, etc.)
* General understanding of Network Infrastructure design and implementation experience including installation, configuration, and troubleshooting experience of core and edge switches and cabling standards.
* Experience in WAN/LAN technologies, data recovery solutions, network security, virtualization systems VMWare.
* Certifications a plus, Microsoft, Cisco, Virtualization.
* Experience within Hospitality a plus.
* Attention to and development of standards and best practices for processes and methodology.
* Effective verbal and written communications.