

Director of Information Technology (Director of IT)

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Company: Mandarin Oriental Hotel

Location: İstanbul

Category: other-general

Director of Information Technology (Director of IT)

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Property / Office:Mandarin Oriental Bosphorus, Istanbul

LocationIstanbul, Turkey

To ensure that systems have no errors, no response time issues, minimum of downtime, and perform according to documented specifications and guest / hotel staff expectations.

To ensure that operating system, hotel, and office applications are updated with the latest release or patch as advised by Group IT&T.

To manage on-going maintenance of systems and ensure that appropriate service contracts, if deemed necessary, are in place.

To maintain a record of maintenance contracts and constantly monitor the preventative maintenance program executed by the contractors.

To review maintenance contracts with the General Manager and local Regional VP Technology at least three months prior to the expiry or automatic renewal cut-off date.

To ensure that regular backups are scheduled to the minimum specifications as directed by Group IT&T and that the locations of offsite stored backups are accessible but securely stored.

To coordinate and supervise the installation of all IT&T related hardware and software with

vendors and departments concerned.

In conjunction with the hotel management team, to implement and manage IT&T asset replacement plan to ensure that the hotel's system and technology is progressively kept current and up to date.

To establish and maintain relationships on behalf of the hotel with hardware and software vendors.

To act as the primary contact for all external agents for technological matters affecting the hotel.

To maintain and manage list of support issues and coordinate with the software vendor or service provider for an immediate resolution.

To review the existing system and technology and constantly make recommendations to facilitate and enhance hotel operations.

If necessary, to document, justify and submit to Group IT&T enhancement requests for applications and procedures.

To communicate with senior colleagues and department heads regarding changes, enhancements, replacements or additions to systems and technology.

To provide adequate physical security for hardware and related items.

To ensure that systems are physically secure, and that data is password protected.

To ensure that access to hotel systems and technology are protected from unauthorized access.

To ensure that antivirus software is installed, kept up to date, and operational for protecting the hotel / office systems.

To safeguard the security of the files, constantly review the passwords and assign new passwords periodically to users.

To ensure all systems are PCI Compliant with relevant backup certificates.

To publish and maintain the hotel's business continuity plan for IT&T emergencies that is

incorporated into the hotel's operational BCP.

To communicate to senior staff and department heads the disaster recovery and emergency procedures for use in the event of a major system failure.

To ensure that the published disaster recovery plan is simulated and tested twice a year; one announced and one unannounced.

To ensure that systems are regularly backed up in accordance with the planned schedule and that the backup media is taken off site to a secure area.

To test the backup media at regular intervals by recovering a specific set of data files.

To ensure that all legal requirements pertaining to software and software licenses are adhered to and that no illegal software is being used in the hotel.

To ensure that all computer software licenses are kept and suitably filed, all licenses are recorded and that an inventory of software is carried out at least twice per year.

To ensure that all illegal software found is reported to the General Manager and Regional VP of Technology and immediately removed from the machine or made legal by purchasing the software license. Only software specifically approved for use by Group IT&T may be purchased.

To ensure that senior colleagues and department heads are aware of requirements and guidelines outlined in MOHG' policies and procedures and best practice manuals.

To keep up to date and abreast of the changes to Group policies by constant referral to MONET for such information.

To ensure that all local procedures, reporting, and configuration codes comply with MOHG's policies and procedures and best practice manuals.

To assist internal and external audit personnel in validating compliance with MOHG's policies and procedures and best practice manuals.

To implement and maintain requirements outlined in technical documents issued and published by Group IT&T.

Where necessary, to ensure that exceptions to MOHG's policies, procedures and best practices are documented and approved.

To carry out any other reasonable requests as directed by the General Manager.

Advertised 03 Apr 2024 GTB Daylight Time

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