



IT Assistant Manager

Location: Manchester, Deansgate

Closing Date: 31/04/2024

Description:

If you live for those signature sighs of relief you hear whenever you show up, this is your calling. We're currently seeking an IT Lead at our Manchester hotel. You'll be responsible for daily support of all IT systems requests/tickets, from internal platforms to network maintenance supporting the entire hotel team. You'll also respond promptly to guests' inquiries and questions, so we need someone who's really nice, quick, and enjoy being the superhero in the room. It's a tough job, but someone out there loves doing it, which is precisely what we're looking for. An IT Lead must be knowledgeable in software, hardware and networks. They must be critical thinkers and problem-solvers with great attention to detail. Since end user support and teamwork are important aspects of the role, excellent communication and people skills are required.

Responsibilities:

- Lead, manage and support the hotel's day-to-day IT activity, ensuring all standards are followed and implemented along with all IT related tasks for the pre-opening of the Treehouse Hotel Manchester.
- Set up and configures computer devices, peripherals and user accounts assigning correct security levels for up to 70 users.
- Comply with and enforce the company's IT Security Policy as it pertains to hardware, software, security/data safety.
- Troubleshoot, diagnose problems, and implement corrective action procedures within prescribed guidelines and/or escalate to other technical resources as appropriate.
- Ensure proper backups of all business-related and user relevant data.
- Support and maintain the hotel's systems, including but not limited to, systems connected to the - Network, point of sales systems, all related interfaces, file server, UPS related devices, etc.
- Work and consult with hardware and software vendors to set up and maintain all required equipment.
- Ensure that the usage and installation of software is in accordance with the software licensing laws.
- Ensure that all team members/users are properly trained in the use of all related devices and equipment
- Deliver exceptional guest feedback scores by maintaining guest facing technology, including but not limited to, Internet services, meeting room audio visual equipment, guest room televisions.

Benefits:

Designed by Nature work environment, Health & Wellness programs to suit all, Mental Health Training and collaborators with So Lets Talk, Corin & Co and more

Career Advancement: We're growing rapidly and with growth comes advancement opportunities (around the globe), SH University - Offers team members a chance to grow and flourish

Work/Life Balance: Paid Time Off, Holidays, Agility, Cycle Schemes

If you're interested in this role, please contact:

Email: margaret.bartnikiewicz@gcemployment.uk

Tel: 07503620815



The
Growth
Company

Talent Hub marketingManchester

Pay it Forward: A day annually to volunteer & plus hotel organised volunteer opportunities throughout the year, Earth day giving back activities, Retirement Planning Pension schemes, Wagestream financial planning services, Team Member recognition programs, Recommend and friend schemes, Free food on shift in your very own team canteen, Discounts across our properties and venues worldwide for all team members
Inclusive & equitable work environment for all

Details:

Rate of Pay: Competitive
Working Hours: Up to 40h per week, 5 days out of 7 days
Contract Type: Full-Time, Permanent

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