**ICT Supervisor信息通信系统主管**

**Job Description 职位描述**

**A. POSITION IDENTIFICATION 职位识别**

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| **Job Title:**  **职位** | ICT Supervisor  信息通信系统主管 | | |
| **Job Grade:**  **级别** | 2  2 | **No of Staff supervised directly:**  **直接管理下属** | **0**  **0** |
| **Department:**  **部门** | Financial Department  财务部 | **No of staff supervised indirectly:**  **非直接管理下属** | 0  0 |
| **Job Purpose:**  **工作目的** | Ensure that the hotel computer system (s) are installed and operating properly , that system security measures are in place , that the computer hardware is well maintained , that the system(s) are utilized to their maximum potential , and that new systems are installed to improve hotel efficiency and profitability , and adhere to hotel and group ICT standards and guidelines.  负责所常驻酒店所有电脑系统的安装和运行；做到安全设施到位；硬件维护良好；系统发挥最大潜能；新系统被安装以提高酒店工作效率；贯彻集团IT相关标准和政策。 | | |

**B. REPORTING RELATIONSHIP 汇报关系**

IT Manager

IT经理

IT SupervisorIT主管

**C. KEY RESULT AREAS 主要工作职责**

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| 1. Responsible for all hotel operation matters for Banyan Tree Anji hardware.   负责所有酒店的ICT相关运作。   1. Manages and monitors the operation of all computer hardware, ensures all system are working and installed properly, and serves as the primary contact for servicing the computer hardware.   管理和监控所有的电脑硬件设备，保证其安装和运行良好，是硬件设备维护的主要联系人。   1. Ensures that all systems are covered by the proper maintenance contracts and that preventive maintenance is performed as required.   保证所有系统有合适的维护合同并得到良好执行。   1. Continually keeps informed of Corporate ICT-approved systems and technology that may contribute to improve hotel efficiency, including, but not limited to:   持续保证实施集团批准使用的各应用系统，提高酒店工作效率，包括但不限于：  a) Computer hardware systems and devices including PC LAN technology  电脑硬件系统和设备，包括电脑网  b) Property management systems. 酒店管理系统  c) Interfaces to and from front office property management systems and other systems  接口系统和连接到酒店前台管理系统的其他系统  d) Back office accounting systems后台财务管理系统  e) PC and LAN based office automation products 办公网络系统  f) Internal and external electronic mail / facsimile/scanner software and communication tools  内部、外部电子邮件、传真、扫描系统  g) Point of Sale Systems.餐厅收银管理系统  h) Guest and administration voicemail.语音留言系统  i) Call accounting.电话计费系统  j) PABX systems.电话总机  k) Cabling.网络布线  l) Net switch management systems网络交换机管理  m) Electronic door locking computer system.电子门锁管理系统  n) Computer virus protection. 防病毒  o)Hotel IT security and firewalls酒店IT安全和防火墙   1. Maintain an up-to-date list of all computer hardware.   保持最新的硬件设备清单。   1. Monitors the performance of the software and maintains a log book of performance report e.g.; through systems measurement facility / utility, error and integrity check reports, system malfunction and solutions.   监控各系统的运行表现并记录，可通过系统提供的检查工具等实现。   1. Installs and tests corporate approved program changes to the hotel computer system(s).   安装测试集团批准的系统更新。   1. Investigates and reports software problems to the vendor, or corporate ICT office.   检查和完成系统错误报告并提交供应商、或集团ICT部门。   1. Understand all standard and group customized features and functions of the hotel front office system, point of sale system, and call accounting system , including , but not limited to system security , system reports, manager functions , system utilities and user functions.   了解和执行集团对前台管理系统、餐厅管理系统、财务系统的应用功能要求和特点，包括并不限于系统安全、系统报表、管理功能、使用功能等。   1. Establishes documents, test and communicates appropriate disaster recovery emergency procedures to follow when the hotel computer system(s) are inoperable.   完成文件，测试和协调完成当电脑系统不运行时的紧急应急计划流程。   1. Ensures that all computer media saves and back-ups are completed, documented and stored per group specifications.   保证数据备份完整并妥善保存备份数据。   1. Administer all user ID’s, passwords, and the most sensitive system utilities, secures all touchy resources and critical libraries.   管控所有用户的权限，特别是敏感的系统，保护敏感数据和关键数据   1. Notifies department heads on current computer related issues, new releases, MIS trends, viruses etc.   与其他部门经理沟通IT相关事宜。   1. Coordinates purchase of program applications or enhancements to meet specific hotel needs only if these applications are not covered by existing standards prescribed by the corporate office.   协调相关IT应用系统的采购事宜。 |

1. **GENERAL 概述**

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| 1. Contributes to the morale and team spirit of the hotel by maintaining effective relationships with hotel colleagues.   与酒店同事保持良好关系，提升酒店团队精神及士气。   1. Makes appropriate suggestions and recommendations to Financial Controller for the general improvement of the hotel.   向财务总监提出合理建议和推荐，促进酒店全面发展。   1. Performs any additional duties as directed by supervisors.   履行主管要求的其他职责。   1. Is fully conversant with all health and safety, fire and emergency procedures.   熟悉所有健康、安全、防火及应急程序。   1. Maintains a high standard of personal hygiene, dress, uniform and body language.   保持较高的个人卫生、服装、制服及肢体语言标准。   1. Is polite and professional in any situation where the image or reputation of the hotel is represented.   在代表酒店形象及声誉的任何场合，保持礼貌及专业素养。   1. Attends meetings and training as required by supervisors.   按主管的要求参加会议及培训。   1. Ensure that all activities are carried out honestly, ethically and within the parameters of local Law.   确保所有行为正当、符合道德标准及当地法律规定。 |

1. **PERFORMANCE EVALUATION CRITERIA绩效评估标准**

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| Accurate and up to date status of various BTHR development projects.精确完成悦榕集团的各个工作项目 |

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**B. PERSONAL SPECIFICATION 个人要求**

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| **Job Knowledge**  **工作知识** | 1. Years of related experience  工作年限 | | Less than 3 years  3年以下 |
|  | 2.Education/qualifications  教育/资格 | | High school plus technical certificate/ accounting knowledge required  高中文化及技术证明，需具有财务知识 |
| **Essential Job Skills**  **必要工作技能** | 1. Excellent English skill. 优秀的英语能力 2. Strong organizational skills 组织能力突出 3. Strong administrative skills 行政能力突出 4. Detailed knowledge of working practices of accounts 会计工作实践知识丰富 5. Ability to cope with pressure 抗压力强 | | |
| **Desirable Job Skills**  **理想工作技能** | 1. Detailed knowledge of Check SCM and SUN. 熟悉Check SCM和SUN系统 2. Proven record of accomplishment in 4 or 5 star hotel 4星或5星酒店工作经历 | | |
| **Physical Requirements**  **身体健康状况** | 1. In possession of all key faculties   具备所有主要能力 | | |
| **Level of Independence**  **独立程度** | Limited authority within regulations. Is required to show initiative however assistance is available.  规定范围内有限的权限。无论在有无帮助的情况下，均具主动性。 | | |
| **Level of Thinking**  **思考能力** | Type of Thinking思考类型 | Adaptive – uses previous experience to provide effective solution to challenges.  适应的——使用先前经验，提供有效的解决方法，应对挑战。 | |
| **Communication/**  **Interpersonal skills**  **沟通/人际交往能力** | 1. Skill level   能力水平 | Good interpersonal skills required. Interacts with both colleagues and occasionally with guests.  良好的人际交往能力。主要与同事交流，有时可能与客人交流。 | |
|  | 1. Language Skills   语言能力 | Deals or negotiates in Chinese and English.  运用中文及英文交流。 | |

**C. CONFIRMATION OF EMPLOYMENT REQUIREMENTS 聘用要求及确认标准**

1. Proficiency in role at required level 工作能力达到要求
2. Conversant with relevant emergency procedures 熟悉相关应急程序
3. Knowledge of relevant rules and regulations 了解相关规章制度
4. Knowledge of the company, hotel, and its environment 了解公司、酒店及周围环境
5. Knowledge of relevant safety and security procedures 了解相关安全与安保程序