Title: 职位名称：	**IT Systems Manager** 信息技术部经理
Department: 部门：	**IT Systems** 信息技术部
Hierarchy: 等级：	**Reporting to EAM i/c Rooms** 向行政副总经理 – 房务 汇报
Direct Subordinates: 直接下属：	**Systems Assistant** 信息技术副经理
Indirect Subordinates: 间接下属：	**IT Support** 信息技术支持
Category: 类别：	**L3**

Summary/概要：

- The IT Systems Manager plays a vital role by ensuring the effective project management; support and operation of property based technological systems in alignment with business needs.
  信息技术部经理担当至为重要的角色，必须确保针对业务需求，提供有效的项目管理；对基于酒店的技术系统的支持和操，从而发挥至为重要的作用。

- Scope includes, but is not limited to, the local area network, associated peripherals, cabling, operating and application software, telecoms strategy, WAN and ISP connections, point of sale systems, and to an extent, In-room systems.
  范围包括但不限于局域网、相关外设电缆、软件的操作和应用、电信策略、广域网
  和互联网服务供应商的连接、销售点系统，并在某种程度上包括房间内系统。

- The IT Systems Manager understands and responds to property operational objectives, goals, business issues and priorities.
  信息技术部经理了解酒店经营目标、指标、业务问题和优先项目，并据此采取对策。

- The IT Systems Manager adheres to, and communicates to the property team, XYZ Hotels I.R. (Information Resources) Systems and Telecom strategies and standards.
  信息技术部经理遵守巴伐利亚国际酒店集团信息资源系统(IR)及电信策略和标准，并将其向酒店小组传达

Working Relationships/工作关系：

- ❖ **General Manager, EAM or Director, Operations/Finance**：
  - o Maintains a positive relation with property Operations. Frequently reports status of system operating performance. Leads upcoming technology projects and communicates their potential impact to operations. Highlights potential system risks that may influence safety, Guest service and policy/procedure. Provides technical specifications/cost/benefit perspective in business terms for upcoming project plans.

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总经理、副总经理或营运/财务总监—与酒店营运部保持积极的关系。经常报告系统运作性能状况。领导未来的技术项目并将此类项目的意义告知营运部。突出可能影响安全、宾客服务及政策/程序的潜在系统风险。从业务角度，为未来的项目计划提供技术规格/成本/利益分析。

❖ **Hotel Colleagues :**
  o Collaborates with, and supports Colleagues using systems. Responds to problems and enhancement requests in a timely manner. Keeps Colleagues informed about progress and status of issues.
    酒店员工—与使用系统的员工合作并支援他们。针对问题和强化请求及时采取对应措施。将进展和各种问题的现状随时向员工通报。

❖ **Regional IR Executive**
  o Keeps informed of major accomplishments through monthly and ad hoc communications. Raises concern, project needs, and solicits escalation support and advice in order to accomplish objectives. Provides feedback during Pilot efforts. Works with Regional IR ICT (Installation Coordinator Trainer), ASM (Area System Manager) and Telecoms point of contacts.
    地区信息资源行政人员—通过每月和临时性函电，随时了解重大成就。提出疑虑、项目需求，并征求强化支持和咨询意见，以便完成目标。在试点工作中提供反馈意见。与地区信息资源安装协调人教练、地区信息技术部经理和电信联络人合作。

❖ **Corporate IR**
  o responds to queries from Corporate Office on a timely basis.Contacts Corporate Support following the established communicated procedures frequently issued by Regional IR.
    企业信息资源—及时答复总部的查询。根据地区信息资源部经常发出的既定通讯程序与总部支持部门联络。

❖ **Vendors and Consultants**
  o Positively interacts with vendors and consultants to obtain quality services, support and pricing for technology projects and operating concerns.
    供货商和咨询顾问—与供货商和咨询顾问积极互相配合，以便为高科技项目和经营实体获得高质量服务、支持和定价。

❖ **IR Peers**
  o Communicates with peers on a regular basis. Shares information across the peer group that may enable operational improvements.
    信息资源同业者—定期与同业者进行有效沟通。与所有同业者共享信息，以便能够在业务上有所改进。

Major Decision Making/重大决策：
● Through effective decision making, ensures success with each project or system issue by leading the selection/specification process, project management, arranging and overseeing installation, hands on involvement, as well, directing support and troubleshooting at the property.
  通过有效的决策，确保每个项目的成功或圆满解决任何系统问题，凭在酒店领导选择/规格制订程序、项目管理、安排和监督安装工作，实际参与并指导支持和排障工作。

Behavioral Skills/行为技能：

● **Communication** - Communicates effectively using various methods. Chooses the appropriate vehicle and tone most appropriate for the message to be delivered. Conducts and participates in meetings, verbally

guiding and informing others. Uses active, empathetic listening as a tool to understand and support each interaction, internal and external to the company. Prepares and delivers internal presentations effectively employing appropriate content that has a business focus.

沟通—利用各种方法进行有效的沟通。选择对传送讯息最为适当的媒介和语气。举行并参加会议，为他人提供口头指导和通报。采用积极的、设身处地的聆听，作为了解和支持公司内外的交流的工具。采用具有业务重点的适当的内容，编写和交付内部演示。

- **Team Orientation** – Is readily accessible to the team. Collaborates and consults with the work team (Property/Field/Regional/Corporate) when responding to systems requests in order to arrive at a workable solution in line with BHI IR principles and direction. Creates a cooperative working environment for success. Defines individual and shared responsibilities. Maintains or enhances self-esteem in all communication with team members. Addresses conflicts within the group quickly. Recognise contributions of property and IR technical support team members.

  小组重点—小组能够随时与之取得联系。在针对小组请求作出反应时，与工作小组(酒店/现场/地区/总部)合作和协商，以便达成符合巴伐利亚国际酒店集团信息资源部原则和方向的可行解决方案。建立注重合作的工作环境以争取成功。界定个人和共同责任。在与团队成员的所有沟通中保持或强化自尊。迅速处理小组中的冲突。嘉奖酒店及信息资源部技术支援小组成员的贡献。

- **Judgement -** Demonstrates ability to take professional risks to achieve a positive impact for BHI. Reviews information system related decisions with the regional IR team to make sound, timely and reasonable decisions. Uses appropriate past experiences and observations to address sensitive situations.

  判断—展现甘冒专业上的风险，以便为巴伐利亚国际集团争取积极成果的能力。与地区信息资源小组共同审查与信息系统相关的决定，以作出完善、及时和合理的决定。利用适当的过去经验和观察，来解决敏感的局面。

- **Interpersonal Relations -** Builds an effective work team. Demonstrates ability to foster positive business relationships in various environments with people of varying personalities and diverse backgrounds in order to resolve issues, using negotiation and mediation, creating a win-win situation. Essential components are empathy, active listening, and influencing others. Perceiving the needs of others, developing long-term relationships that enhance understanding, respect and communication, and effectively dealing with conflict are important components of this competency.

  人际关系—建立一个具有效力的工作小组。展现在不同的环境中，促进与个性不同、背景多样的人士的积极的业务关系的能力，以便解决问题，利用谈判和调解，来建立双赢局面。基本要素是设身处地的积极聆听，并影响他人。认识到他人的需求，发展长期关系，以加强了解、尊重和沟通，并有效地处理作为这一能力重要成份的矛盾。

- **Results/Goal Orientation -** Maintains a high activity level. Achieves milestones, to acceptable standards, rendering decisions and taking appropriate action to complete tasks on time. Demonstrates willingness to take personal responsibility for actions and the delivery of results, remaining effective, regardless of uncertainty or ambiguity.

  结果/目标重点—保持高水平互动。按照可接受的标准实现里程碑，为了及时完成任务而作出决定并采取适当的行动。显示勇于为行动和交付成果负责的意愿，始终发挥效力，而不论是否存在不确定因素或模糊状态。

- **Leadership** – Demonstrates confidence when leading projects. Understands the goals and expectations of the property executives. Is able to communicate own role in achieving the work team/department goal. Supports peers. Embraces entrepreneurial spirit in work through recognizing and capitalizing on opportunities. Makes time to share expertise. Sets examples for achievement of high standards.

  领导能力—在领导项目时展现信心。了解酒店行政人员的目标和期望。能够传达自身在实现工作小组/部门目标方面的作用。支持同仁。通过认识并利用机遇，来提倡创业精神。抽出时间分享专门技术。为力行高标准而以身作则。

- **Impact -** Commits to the success of the business as reflected in the level of performance and achievement, setting high personal goals and demonstrating high achievement motivation.
  影响—决心实现业绩和成就水平体现的业务成功，制订宏伟的个人目标，斗志昂扬，力争上游。

- **Change Management** - Gains agreement, acceptance of an idea, plan or activity. Initiates communication and action about purpose and benefits of changes. Accepts changes openly, taking ownership to ensure success of changes. Helps others deal with changes. Identifies opportunities for change, with regional team guidance.
  管理变革—争取同意和接受观念、计划或活动。针对变革的目的和优势主动宣传和行动。坦诚地接受变革，采取自主态度，以确保变革成功。帮助他人处理变革。在地区小组的指导下确定变革的机会。

Key Accountibilities/主要责任：

- **Business Knowledge -** Maintains an expert understanding of the property's business needs, methodologies, strategies and upcoming projects. Keeps current with property, competitor and like industry uses of technology.
  业务知识—维持精通酒店的业务需求、方法、策略和未来的项目。随时了解酒店、竞争对手及同业对科技的利用情况。

- **Problem Solving -** Identifies, analyzes, organizes and solves issues creatively, effectively and quickly.
  解决问题—以富有创意和前瞻性的方式，有效地确定、分析、组织并解决问题。

- **Knowledge -** Understands IR technology standards, platforms and direction. Maintains a working understanding of technology trends, particularly in the hospitality/lodging industry as well is aware of systems development methods and tools that are available.
  知识/技能—了解信息资源技术标准、平台和方向。维持对科技发展趋势的基本了解特别是酒店接待/住宿业的科技发展趋势，并意识到现有的各种系统发展方法及工具。

- **Installation and Integration** – Leads installation plans and processes.
  安装和整合—领导安装计划和流程。

- **Support** – Provides first and second level support to property IR associates for technical problems. Conducts equipment performance audits and provides recommendations for performance improvement.
  支援—为酒店的信息资源员工在技术问题方面提供第一层次和第二层次的支摇。进行设备性能核查，并针对性能改进提供建议。

- **Operations** – Monitors computer and network operations at the property performing onsite and offsite backup/recovery functions and maintaining disaster recovery plans.
  操作—监测酒店上的计算机和网络运作情况，提供现场和非现场备份/恢复功能，并维持灾害修复计划。

- **Policy and Procedures** – Has read and understood applicable BHI Corporate Policies and IR Standard Operating Procedures (SOPs) and other related material.
  政策和程序—已阅读并了解相关的巴伐利亚国际集团企业政策及信息资源标准运作程序(信息程序)和其他相关材料。

- **Project Management** – Plans and manages technology projects; performs an assessment of needs ensuring compliance with company standards, budget, capital requirements and authorization. Determines priorities, schedules, plans, andnecessary resources to ensure completion of projects on schedule, on budget and according to planned specification and objectives.
  项目管理—规划和管理技术项目；进行一次需求评估，以确保遵守标准、预算、资金要求和授权。确定优先项目、日程、计划和必需资源，以确保项目按时、按预算并根据规划的规格和目标完成。

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- **Standards** – Is in compliance with BHI system standards. Participates in the annual CAPEX planning process. Produces an annual operating budget for the Systems Department. Arranges system maintenance contracts.
  标准—符合巴伐利亚国际集团系统标准。参加每年一度的CAPEX规划流程。为系统部编写一份年度经营预算。安排系统维修合同。

- **Revenue and Costs** - Grows property revenue by providing technology services. Reduces IT costs through seeking out potential property based opportunities as well as investigating in-country leveraging.
  收入和成本—通过提供技术服务，来增加酒店收入。通过寻求可能的酒店为本的商机和调查国内贷款，来降低信息技术成本。

- **Uptime** - Minimizes business disruptions.
  运行时间—尽量减少业务干扰。

- **Productivity Enhancement** - Increases productivity through encouraging process improvements using the property IT infrastructure.
  生产力提高—通过鼓励利用酒店信息技术基础设施，来改进流程并提高生产力。

- **Communication** - Supplies written monthly systems progress and routine project/update reports to the Assigned Area Systems Manager with copies to the Regional IR Executive, General Manager, Director of Finance and any other interested Department Heads.
  沟通—向指定的地区信息技术部经理提供月度系统进展和日常项目/更新报告，并抄送地区信息资源行政人员、总经理、财务总监及其他相关部门领导。

- **Ongoing configuration maintenance** – Performs maintenance that eliminates security risks sets appropriate local area network system access that provides dissemination of duties. Communicates to the appropriate department manager or executive committee member when the responsible department (e.g. Outlet Managers maintaining the POS system/Front Office updating rate codes etc) has not performed system configuration and/or maintenance.
  持续的设定维修—进行维修工作，以消除安全风险，设定能提供分摊责任的适当局域网的系统存取。若应负责任的部门(如维护销售点系统/Front Office更新率代码等的业务点经理)未进行系统设定及/或维修，则立即通知相关部门经理或行政人员委员会成员。

- **Telecoms** – In conjunction with the Regional Telecoms Manager, arranges and implements Telecom standards and enhancements.
  电信—与地区电信经理共同安排并实施电信标准和强化。

- **Systems** - In conjunction with the Regional IR Executive and Area Systems Managers, arranges and implements Systems standards and enhancements.
  系统—与地区信息资源行政人员及信息技术部经理共同安排并实施系统标准和强化。

- **IR Policy** – Adheres to, communicates and enforces IR policies and standards protecting company hardware, software and other resources at the hotel.
  信息资源政策—遵守、宣传并执行有关保护在酒店的公司硬件、软件和其他资源的信息资源政策和标准。

- **Asset Management** – Maintains an inventory of equipment and software etc.
  资产管理—维持对设备和软件的存货记录。

- **Customer Relations** - Ensures solutions are consistent with business needs and company standards and procedures
  客户关系—确保解决方案符合业务需求及的信息资源政策和环境。

- **Education and Delegation** – Provides one on one and small group systems education programs to executive committee. Provides on the spot training to users to ensure that easy system tasks are delegated

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to users ie empower users (eg restarting printers). Arranges ongoing large group training programs incoordination with the Training Manager. Encourages Operating Departments to maintain a structured ongoing computer-training programme, especially targeted at new Associates. Meets with other chain Systems Managers locally. Attends local conventions and participates in at least one off-site technical training course per annum.

教育和权力下放—为行政人员委员会提供一对一和小组系统教育计划。为用户提供现场培训，以确保容易的系统任务委托用户完成，即为用户授权(如重新启动打印机)。与培训经理协调安排举办持续性的大型培训班。特别针对新员工，鼓励营运部维持一个持续性的专门结构计算机培训班。与其他连锁酒店信息技术部经理在当地开会。参加当地会议，并每年至少参加一次现场外技术培训班。

- **Backup** – Have in place a Systems Champion or second in charge who is adequately trained and ready and able to take up the Systems Managers role on a short term or long term basis.
  备份—安排好"一名可靠人士、"系统大师或二把手，此人须获得充分培训，并能够随时在短期或长期承担信息技术部经理的职责。

Executive Duties / 行政职责:

- To assume the functions and responsibilities of Duty Manager in accordance with the Hotel's Duty Manager's Roster.
  根据酒店值班经理轮值表，承担值班经理职能及职责。

Security, Safety and Health / 保障，安全及健康

- Maintains high confidentiality in regards to guest privacy.
  关于客人隐私，要保持高机密性。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.
  如遇客人或员工有任何可疑行为，及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.
  遇到任何遗失物品，及时告知客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.
  适时及时地报告任何潜在或真实的危险。
- Fully understands the hotel's fire, emergency, and bomb procedures.
  熟知酒店火灾，紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.
  遵守所有紧急疏散预案，以保证客人及员工安全。
- Works in a safe manner that does not harm or injure self or others.
  以文明安全的方式工作，避免伤及自身及他人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.
  预见可能的危险或情况，并及时告知管理人员。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
  保持最佳个人卫生，着装，仪容仪表，肢体语言及行为。

Other/其他：

- **Work Experience -** Past hospitality operations / systems experience and / or systems support exposure.
  工作经验一拥有过去在酒店接待业运作/系统方面的经验，及/或曾接触过系统支援工作。

- **Availability -** Able to provide on-site support 24 hours a day, 7 days a week. Resides within quick transport reach of the property.
  随时工作—能够每周七天，每天二十四小时在现场提供支援。能够乘坐交通工具迅速抵达现场。

- **Education** - Tertiary education in management information systems, Hotel and/or business administration advantageous.
  教育—信息系统、酒店及/或企业管理大学教育构成优势。

- **Task Force** – May wish to participate with field growth activities.
  特别工作组—不妨考虑参加现场培养活动。

- **Language** – proficient in the English language, written and verbal, and ideally, as well the local language.
  语言—通晓英语书面语言和口语，并最好也通晓当地语言。

Date : _____
日期

Reviewed By : _____
审核人

Approved By : _____
审批人

I _____ understand and agree to the above Job Description and that as a policy of XYZ

Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order

to help colleagues reach their full potential and willing and accepting to learn, in order to progress and

improve personal abilities, resulting in maximum guest satisfaction.

本人_____已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政

策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最

大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。

Employee Signature   Date
员工签字   日期