	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.551
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 4

<u>Title:</u> 职位名称	Systems Assistant Mgr. 信息技术副经理
<u>Department:</u> 部门	Systems IT 信息技术部
<u>Hierarchy:</u> 等级	Reporting to IT Systems Manager 向信息技术部经理汇报
<u>Direct Subordinates:</u> 直接下属	IT Support 信息技术支持
<u>Indirect Subordinates:</u> 间接下属	N/A 不适用
<u>Category:</u> 类别	L4

Scope/职责范围:

- The individual in this position provides secretarial, technical and managerial support in the Information Technology Department.
该岗位为信息技术部提供秘书、技术和管理方面的支持。
- Under the direction of the IT Manager, the incumbent will perform technical support functions related to information technology services and perform various job-related duties as assigned.

在信息技术部经理的指导下，任职者将履行信息技术服务相关的技术支持职能，并履行各种与工作相关的指定职责。

Responsibilities and Obligations/职责和义务:

- Manage all the jobs of IT Support;
管理并监督信息技术支持的所有工作。
- Responsibilities, but not limited to the Job Description of IT Support;
包括但不限于信息技术支持的所有工作。
- Manage the daily operational functions for assigned area.
管理指定区域的日常运作职能。
- Develops documents and maintains IT systems and databases to effectively and accurately monitor and track our services and related issues.
开发文档，维护IT系统和数据库，以有效、准确地监测和跟踪我们的服务和相关问题。
- Serve as a liaison and provide leadership between Users and IT Department personnel.
充当联络人员，并提供用户和信息技术部人员之间的领导。
- This position interacts with IT manager, technical staff and users providing and making viable and sound IT recommendations on a regular basis.
此岗位与信息技术部经理、技术人员和用户互动，定期提供可行、完善的IT建议。
- Provide support by monitoring incoming e-mails and phone calls, routing requests for assistance to information systems staff, or resolving basic application issues.
监测收到的电子邮件和电话，发送信息系统人员的援助请求，或解决基本的應用问题，从而提供支持。



**RESOURCE LIBRARY
STRUCTURE & ORGANISATION
Job Description**

CODE: 02.04.551


EDITION: 1

PAGE 2 OF 4

- Contribute to the proper installation, maintenance and disposal of IT Equipment.
致力于IT设备的正确安装、维护和处置。
- Assist designated support staff with troubleshooting problems and project implementation.
协助指定的支持人员排除故障，实施项目。
- Keeping User informed of the status of their request for support.
使用户能够持续了解其支持请求的状态
- Advise staff and Members on their use of standard IT applications.
为工作人员和成员提供有关标准IT应用的使用建议。
- Work with the IT Manager to prepare basic training materials and configure hardware and software for training purposes.
与信息技术部经理合作准备基本培训材料，配置用于培训的硬件和软件。
- Work with the procurement team to coordinate the effective and timely supply and distribution of IT consumables.
与采购团队合作、协调，及时有效地供应和分配IT耗材。
- Maintain inventory of Hotel IT equipment and corresponding maintenance agreements.
保管酒店IT设备存货，并签署相应的维护协议。
- Obtain price quotes and order computer hardware and software from vendors after discussing with the IT Manager.
获得报价，经与信息技术部经理讨论后从供应商处订购计算机硬件和软件。
- Take responsibility for meeting individual performance targets as agreed with IT Manager.
负责达到与信息技术部经理商定的个人绩效目标。
- Support the culture of cross team working.
支持跨团队合作的企业文化。
- Communicate effectively within the team, with other teams and across the Authority as a whole.
与本团队、其他团队及整个机关进行有效沟通。
- Report on such performance, management and operational information as requested by the IT Manager.
上报信息技术部经理所要求的此类绩效、管理和运作信息。

Security, Safety and Health/保障、安全和健康要求:

- Maintains high confidentiality in regards to guest privacy.
严格保守客人隐私信息相关的机密。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.
将客人和员工的任何可疑行为汇报给总经理和保安处。
- Notifies housekeeper regarding lost and found objects.
将失物招领处的物品通报给客房部经理。
- Ensures that all potential and real hazards are reported appropriately immediately.
确保及时汇报潜在危害或实际危害。
- Fully understands the hotel's fire, emergency, and bomb procedures.
充分了解酒店消防、应急和防爆相关的规程。
- Follows emergency procedures to provide for the security and safety of guests and employees.
遵循应急程序以确保客人和员工的安全。
- Works in a safe manner that does not harm or injure self or others.
以不损害或伤害自己或他人的安全方式工作。
- Anticipates possible and probable hazards and conditions and notifies the Manager.
预测可能或潜在的隐患和情况，并及时告知经理。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.551
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 4

保持个人卫生、衣着、制服、仪容仪表、身体语言和行为举止达到最高标准。

Competencies/能力要求:

- Good command of English language.
良好的英语水平。
- 4 – 5 years experience working in hotels.
4至 5年的酒店工作经验。
- Good knowledge of all hotel systems, Windows and etc.
熟悉所有的酒店管理系统，熟悉Windows操作系统。

Interrelations/互相联系:

- Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners, local community, local authorities and intermediaries in order to create optimal business opportunities and community relations for the hotel.
与各部门保持联络，以确保平稳运作，并与客人、商业伙伴、本地社区、地方当局和中介机构建立有效的合作关系，以便为酒店创造最佳的商业机会和社区关系。

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。

Work Conditions/工作条件:


- Regular hours with extra times occasionally.
正常工作时间与偶尔的加班时间。

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

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.551
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 4

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
员工签字

Date
日期