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Title:

职位

IT Support

IT 信息技术支持

Department:

部门

IT Systems Department

信息技术部

Hierarchy:

等级

Reporting to IT Assistant Manager

向信息技术副经理汇报

Direct Subordinates:

直接下属

N/A

不适用

Indirect Subordinates:

间接下属

N/A

不适用

Category:

类别


L6

Scope/职责范围:

- Monitor and maintain the computer systems and networks. Install and configure computer systems, diagnose hardware/software faults and solve technical problems, either over the phone or at the location.
维护所有酒店管理系统及网络硬件等，安装并合理配置酒店管理系统，通过远程或者现场分析判断并及时解决所有酒店管理系统软、硬件有可能出现的问题。
- To support and maintain the Hotel's IT systems including desktop provision, network infrastructure, and associated software and business applications.
为所有酒店管理系统包括但不限于计算机、网络以及相关的软件和酒店管理系统提供技术支持和维护。
- To assist hotel guests with any computer hardware and software related issues and perform duties as the hotels' Technology Butler.
协助解决宾客就计算机软、硬件提出的相关问题，担任酒店技术管家的职责。

Responsibilities and Obligations/职责和义务:

- Troubleshooting system and network problems and diagnosing and solving hardware/software faults;
为所有酒店管理系统及网络系统提供及时的技术支持；
- Replacing parts as required;
更换配件；
- Providing support documentation, including procedural documentation and advise colleagues on their use of standard IT applications.
确保用户的计算机应用及操作符合巴伐利亚酒店管理集团的系统标准及要求；
- Following diagrams and written instructions to repair a fault or set up a system;
具备独立分析判断以及解决系统出现的各种问题；
- Running network applications to support system and users;
为用户在使用酒店管理系统时提供技术支持；
- Supporting new applications;

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学习并掌握新系统；

- Prioritizing and managing several open cases at one time.

合理判断并按照事件的重要性先后解决系统问题；

- Provide user support to ensure the effective and timely resolution of technical problems.

为用户提供及时有效的技术支持服务；

- Document solutions to problems regarding standard IT applications and record them in the IT Knowledge Base.

每日准确、及时记录当天出现和解决的所有系统问题，如有未解决的问题，及时、清楚地与信息技术部其他同事进行沟通，并寻求最佳解决方案；

- Have responsibility for the technical set up of presentation facilities including laptops and projectors.

为会议等合理安装电脑和投影仪等会议设施；

- Monitor system alerts on servers and report problems to the IT Systems Manager.

随时保持警惕服务器等系统出现的任何异常，并及时汇报信息技术部经理；

- Undertake the day to day operation of backup systems including rotation of backup tapes.

每日确保各系统的数据备份准确、完整，并准时更换当日备份所需的备份磁带；

- Handle server shutdowns and restore service according to documented procedures.

严格按照正确的操作流程合理安排服务器定期重启，以确保服务器最大效率地运行；

- Ensure the highest standards of quality are achieved in all duties carried out.

确保每天的工作是高效的，并且是认真负责的；

- Maintain effective relationships with the Internal and External Customers

为酒店内部同事及住店客人提供热情、专业的服务；

- Conduct all activities in a manner in line with the Company's Vision, promoting good external relations and a positive image of the Company.

根据公司愿景开展所有活动，促进良好的外部关系并推广公司的正面形象；

- Testing/evaluating new technology;

不断学习并掌握最新技术。

Security, Safety and Health/保障、安全及健康要求

- 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。

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- 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。

Competencies/能力要求:

- Good command of English language.
良好的英语水平。
- 1 – 2 years experience working in hotels.
4至 5年的酒店工作经验。
- Good knowledge of all hotel systems, Windows.
熟悉所有的酒店管理系统，熟悉Windows操作系统。

Interrelations/相互联系:

- 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。

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

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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
员工签字

Date
日期